PROUD TO BE NURSE FRIENDLY!
The mission of nursing at the Memorial Hermann-Texas Medical Center Campus is to drive quality outcomes by protecting, promoting and optimizing the health and wellbeing of patients we treat.
As I mentioned last month, becoming a Magnet-designated facility is one of my main initiatives on this Campus and also something I’m very passionate about. Although it might be one of the first times we are discussing Magnet, this Campus’ journey to Magnet began long before my arrival.

In 2008, the nursing leadership team identified the need to define the role of professional nursing at the Memorial Hermann-Texas Medical Center Campus, and as a result, established a specific mission, vision and values for nurses. This was the first step to creating an environment that supports nurses and provides structure. Since then, our Campus has made significant changes to the nursing profession that have transitioned us from having great nurses to recruiting “the best” nursing has to offer. Because of your work and commitment to the profession, you have raised the bar on nursing and positioned yourselves to deliver a higher standard of care.

From the Nursing Residency Program to the Nursing Professional Practice Model, our Campus has implemented numerous tools and resources necessary to be considered a Magnet facility – and I think the time has come for us to start the official process and apply for to the Magnet Recognition Program.

We will take the first step in the next few months by submitting the basic application form along with a few other documents.

Magnet will review this information and let us know if we are qualified to apply to the program. Once we receive approval to apply, the real application process begins and we will need the support from every department in gathering extensive documentation. We have dedicated this month’s issue of Clinical Notes to Magnet, in hopes that it can address any initial questions you may have about the program. Magnet designation is one of the highest achievements a hospital can attain in regards to nursing. I look forward to taking this journey and nursing one step further and attaining this achievement together.

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

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**What Is Magnet?**

**The American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program**
- The Magnet Recognition Program was developed by the ANCC to recognize healthcare organizations that provide the very best nursing care and support professional nursing practices. The program establishes standards of excellence which healthcare organizations must attain. The process involves extensive documentation of how the organization meets the rigorous Magnet standards, followed by a site visit to validate, verify and amplify the content written in the Magnet document.
- The objectives of the program include: recognizing nursing services that build programs of nursing excellence for the delivery of nursing care to patients, promoting quality in an environment that supports professional nursing practice, providing a process to share successful nursing practices and strategies among healthcare organizations, as well as promoting positive patient outcomes.
- Regardless of the healthcare organization’s size, setting or location, achieving Magnet designation serves to attract and retain quality employees. Magnet designation helps consumers locate healthcare organizations that have a proven level of excellence in nursing and patient care.

**The Benefits of Being a Magnet-Designated Facility:**
- Magnet designation is an important recognition of nurses’ profession. Magnet designation recognizes the quality and importance of our nursing program and the importance of nurses to the success of the entire organization. Magnet designation is one of the highest achievements a hospital can attain in regards to nursing.
- Magnet-designated healthcare organizations consistently outperform their peers in recruiting and retaining nurses, resulting in increased stability in patient care systems across the organization.
- According to documented research, one of the most important attributes needed to attract high-quality physicians to a facility is having high-quality nurses. A basic premise of Magnet is that it fosters a climate which reinforces collaborative working relationships.
- In addition to the quality of nursing care, the Magnet designation speaks to the quality of the entire staff and the facility’s overall quality.
- The “Magnet culture” is holistic in creating a dynamic and positive environment for professional nurses. Core values such as empowerment, pride, mentoring, nurturing, respect, integrity and teamwork are demonstrated in Magnet facilities.
- *U.S. News & World Report* utilizes Magnet designation as a primary competence indicator in its assessment of almost 5,000 hospitals to rank and report the best medical centers in 16 specialties.

— American Nurses Credentialing Center
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: CVICU Patient Receives Remarkable Care

32-year-old Jennifer Cooper Cheak was playing with her 3-week-old baby and son when she started to feel tightness and pressure in her chest. A few minutes later, she experienced a heart attack and was rushed to a local hospital in Waco, Texas.

The Waco hospital said she had arrived unresponsive and estimated about 40 minutes downtime. The team knew she needed a miracle and made the decision to send her where that could be made into a possibility - the Memorial Hermann Heart & Vascular Institute -Texas Medical Center (HVI).

“When Jennifer came into our hospital, her blood results were very bad,” said Isabel Ponce, R.N., B.S.N., cardiovascular intensive care unit (CVICU). “We knew we had a difficult journey ahead of us.”

Cheak arrived via LifeFlight® and was immediately taken to the Cardiac Cath Lab. It was at this time that Pranav Loyalka, M.D., associate chief of the medical division, Center for Advanced Heart Failure at the Institute, told the patient care team, “She’s young and she’s a mother. She has a 3-year-old at home and had her second baby three weeks ago. We are going to do everything possible to help her. Do we all understand?”

Ponce said it was at this moment when the procedure room grew quiet and an unspoken unity was instilled in the team, signaling that they were about to take part in a breakthrough.

“It really hit home for me because my sister has two beautiful children and I couldn’t imagine them living without their mom. I knew that I had to fight for Cheak and do whatever it took to keep her alive,” said Ponce.

Collaborating with fellow physicians at the Center for Advanced Heart Failure, Dr. Loyalka, associate professor of internal medicine at The University of Texas Health Science Center at Houston (UTHealth) Medical School, decided to intubate and insert a TandemHeart.

“Day one was trying to keep her alive. Morning of day two, her labs were better but she still hadn’t woken up,” said Ponce. “By the end of day two, she opened her eyes and was looking around. Day three she began following commands.”

Over the weekend, Dr. Loyalka removed the balloon pump that was placed earlier that weekend because he found her heart was beating on its own.

“When we performed the first echocardiogram (echo), her heart was functioning at 10 percent. After we removed the balloon pump and performed the second echo, her heart was up to 30 percent,” said Dr. Loyalka.

Cheak slowly started showing signs of improvement; her family and caregivers were determined to get her better.

Ponce said, “Her family was incredibly supportive and there for every minute of the day speaking words of encouragement. They also fully trusted me and the care team, remaining actively involved in the plan of care.”

Cheak said, “Isabel was a fantastic nurse and I don’t know what I would have done without her. She motivated me to not give up and stay strong for my kids and family. I also couldn’t speak more highly of the physician team, especially Dr. Loyalka. He is a king among kings in my book! He gave me a second chance at life.”

As a result of the great care from the physicians, nurses and all the caregivers at the Institute, Cheak has made a full recovery and is able to stay at home with her husband and care for their newborn boy and son.

Ponce said, “This shows that with advanced technology, talented staff and a supportive family, you really can beat the odds.”
The Improved Nursing Professional Practice Model Brochure

Over the last several years, the professional nursing team at Memorial Hermann-TMC and Children’s Memorial Hermann Hospital has done a remarkable amount of work to design a more structured framework for nursing practice on Campus. The Nursing Professional Practice Model provides this unifying framework to ensure professional nursing practice is consistent, based on professional standards and grounded in evidence-based medicine. The model is an integral step in the journey to Magnet designation, and by better defining the components of nursing practice, professional nurses are able to provide better care for patients.

Since the model was first introduced, the content and structure has been updated to further align with the mission and philosophy for nursing. The optimal recovery of patients can be facilitated only in a safe and compassionate environment that supports nurses in providing the highest quality clinical treatments in a collaborative partnership with patients and their families.

Putting patient-centered care at the top of the model illustrates that the safety and wellbeing of patients is always held as the highest priority. Professional nurses keep that tenet intact as the primary link to the patient, and by serving as the pillars of patient-centered care in their role as clinicians, advocates, innovators, collaborators, teachers and leaders. At the foundation of the model is the Nursing Care Delivery System, which clearly organizes nursing roles and responsibilities.

This month, the improved Nursing Professional Practice Model brochure will be distributed. Please embrace and understand the model by looking at the six pillars that outline the roles of nursing, and continuously look for new opportunities to fulfill those roles.

Upcoming Events

**Town Hall**
Monday, Sept. 24 – 7:30, 9 and 11 a.m.;
3 and 7:30 p.m.
Tuesday, Sept. 25 – 8 a.m.
Wednesday, Sept. 26 – 3:30 p.m.
Join Craig Cordola, Victoria King and Cheryl Olson at a special Town Hall around our Campus’ journey to Magnet®. The all-employee forums will take place in the Hermann Conference Center and refreshments will be served.

**Hydrocephalus Association Walk**
Saturday, Sept. 29
Often called “water on the brain,” hydrocephalus can cause patients’ heads to swell to accommodate excess cerebral spinal fluid. It affects all ages. On Saturday, Sept. 29, Children’s Memorial Hermann Hospital and Mischer Neuroscience Institute are sponsoring a team for the Hydrocephalus Association Walk. There is no charge to participate in the walk. Those interested in joining team “MNI/Memorial Hermann-TMC” are encouraged to register online at www.hydroassoc.org.
Our Campus is proud to announce Jamie Gentry, R.N., Post Acute Care Unit, as August’s recipient of the DAISY Award, which recognizes one nurse each month for going above and beyond to deliver exceptional patient care.

“This is a wonderful award and I’m so honored to have been nominated by fellow nurses for it,” said Gentry. “We have a great team in the Children’s PACU and teamwork is a very important aspect in providing great patient care.”

Gentry was nominated by two co-workers for her willingness to help others. One person wrote, “Jamie volunteered to help out with an adult patient, even though she is in pediatrics. She held her hand and talked to distract the agitated patient while her R.N. quickly documented to expedite a transfer. She made a very hectic time workable for the R.N. and pleasant for the patient.”

Another co-worker wrote, “Jamie has a great attitude and is a good team player!”

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.

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4 East Jones Rehab Olympics

Gold, silver and bronze medals were awarded and proudly received by patients on 4 East Jones for their athletic talents during the unit’s inaugural Rehab Olympics held in July. The waiting room served as an arena for games, such as ladder toss, soccer, bean bag toss and mini-basketball hoop dunks. Patients’ family members served as the official cheerleaders.
Recognizing Our Employees

The Memorial Hermann-Texas Medical Center Campus is home to some very committed employees, many of whom have gone above and beyond their day-to-day responsibilities to make achievements in their fields. Congratulations to the following employees!

**Promotions**

**Cardiovascular Intensive Care Unit**
- Estella Rincones has been promoted to R.N. III

**Children’s ECMO**
- Mary Blanton has been promoted to R.N. III

**Emergency Center**
- Scott Shaver has been promoted to R.N. III

**Neonatal Intensive Care Unit**
- Amanda Daniel has been promoted to R.N. III
- Emma Sanchez has been promoted to R.N. III
- Leslie Schafer has been promoted to R.N. III
- Brytanica Thomas has been promoted to R.N. III
- Kristen Verbick has been promoted to R.N. III

**Neuroscience Intensive Care Unit**
- Jessica Haines-Johnson has been promoted to R.N. III
- Allison Murphy has been promoted to R.N. III

**Roger and Debbie Clemens Pediatric Wing**
- Jennifer Mullinex has been promoted to R.N. III
- Susana Robalino has been promoted to R.N. III

**Surgical Intermediate Care Unit**
- Kennikqua Thompson has been promoted to R.N. III

**Achievements**
- Maureen Waweru, R.N., clinical coordinator, 4 West Cullen, received her bachelor’s of science in nursing.
- Jeff Eubank, R.N., 4 West Cullen, received his master’s in nursing education.

**Certifications**
- Christina DeBakey Blazek, R.N., MICU, received her professional certification from C.C.R.N.
- Katy McLaughlin Finney, R.N., MICU, received her professional certification from C.C.R.N.

Third Annual Advances in Oncology: From Clinical Science to Clinical Practices – Oct. 12

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-therapy care. 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.

The More to Life Weekend Training – Nov. 9 – 11

All nurses and employees are invited to attend a three-day workshop to learn how to access creativity in the face of an ever more demanding career field. In this powerfully transformational course, attendees will learn how to reduce stress and replace self-defeating behaviors with more effective habits. The event will take place at the Houston Marriott – North from 7 a.m. to 11:15 p.m., Friday through Sunday. Nurses can receive up to 25 contact hours and an application fee of $15 must be submitted at registration. Please contact houston@moretolife.org for more information.
**September**

- Sept. 17 & 18, 8 a.m. – 4:30 p.m. *Class Full
  - Pediatric Advanced Life Support
- Sept. 17, 8 a.m. – Noon *Class Full
  - Phlebotomy Class
- Sept. 18, 8 a.m. – 3 p.m.
  - Perinatal Renal Symposium
- Sept. 19 & 20, 7:30 a.m. – 5 p.m. *Class Full
  - Trauma Nursing Core Course
- Sept. 20, 8 a.m. – 4:30 p.m.
  - EKG Interpretation: Beyond the Basics
- Sept. 21, 8 a.m. – 12:30 p.m. *Class Full
  - CPR HeartSaver (Non-Licensed Staff Only)
- Sept. 27 & 28, 8 a.m. – 4:30 p.m.
  - Respiratory – Adult Emergency Airway Management Course
- Sept. 28, 10 a.m. – Noon *Class Full
  - HealthQuest – Nursing ADT

**October**

- Oct. 1, 8 a.m. – 12:30 p.m. *Class Full
  - CPR for Healthcare Providers
  - *(Licensed Staff Only)*
- Oct. 4, 7:30 a.m. – 4 p.m. *Class Full
  - Continuous Renal Replacement Therapy
- Oct. 4, 8 a.m. – 4:30 p.m.
  - EKG Interpretation: Beyond the Basics
- Oct. 9 & 10, 8 a.m. – 4:30 p.m. *Class Full
  - Advanced Cardiac Life Support
- Oct. 15, 8 a.m. – 12:30 p.m.
  - CPR HeartSaver (Non-Licensed Staff Only)
- Oct. 16, 8 a.m. – 5:30 p.m. *Class Full
  - Advanced Cardiac Life Support – Recertification
- Oct. 18, 8 a.m. – 4:30 p.m.
  - EKG Interpretation: Beyond the Basics
- Oct. 22 & 23, 8 a.m. – 4:30 p.m. *Class Full
  - Pediatric Advanced Life Support
- Oct. 24, 8 a.m. – 5 p.m.
  - Pediatric Advanced Life Support – Recertification
- Oct. 25 & 26, 8 a.m. – 3 p.m.
  - Respiratory – Adult Emergency Airway Management Course
- Oct. 26 & 27, 8 a.m. – 3 p.m.
  - Respiratory – Adult Emergency Airway Management Course
- Oct. 26, 10 a.m. – Noon
  - HealthQuest – Nursing ADT

To register or get more information on any class, visit the Partners in Learning section of InSite.
Clinical Notes is a publication of Memorial Hermann-TMC internal communications. We welcome your suggestions and comments.

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