Clinical representatives from every level throughout the Memorial Hermann-Texas Medical Center Campus attended an offsite meeting to share their insight on the strategic direction of nursing for fiscal year 2014. Together with executive leadership, they spent two full days discussing the Magnet Recognition Program® model components for a successful nursing practice and developed a range of goals and objectives to help guide the Campus in achieving excellence in nursing.

Breakout sessions were held to brainstorm and build a strategic plan that aligns with the System’s strategies of growth, operational excellence, quality and safety, people, physicians and patients.

The FY14 Nursing Strategic Plan establishes concise strategic goals for overall nursing at the Memorial Hermann-TMC Campus. Based on those goals, the unit or department is accountable for developing priority initiatives that directly impact its clinical staff and patients. Victoria King, chief nursing officer of Memorial Hermann-TMC, said, “We look forward to how this structure will improve the nursing environment over the next year.”

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<tr>
<th>Build a Culture of Quality and Safety</th>
<th>Improve Interdisciplinary Communication and Collaboration</th>
<th>Improve Clinical Outcomes and Processes to Create a High Reliability Organization</th>
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<td>Guiding Principles:</td>
<td>Structure:</td>
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<td>• Daily patient- and family-centered interdisciplinary rounds</td>
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**Strategic Goals:**
- Empower frontline staff and leaders to impact patient experience through structured communication and rounding processes
- Improve clinical quality and safety outcomes through enhanced nurse/physician relationships and partnerships
- Build a care environment committed to supporting a culture that exceeds national benchmarks for Magnet® standards of excellence for hospital-acquired conditions

**Priority Initiatives:**
- Build a care environment committed to supporting a culture that exceeds national benchmarks for Magnet® standards of excellence for hospital-acquired conditions
- Build a care environment committed to supporting a culture of high reliability resulting in zero harm events
- Build a culture of engagement to become our employees’ provider of choice to advance health and wellness
- Increase the number of RNs with BSN degrees or higher at the bedside to meet the IOM goal of 80% on or before 2020

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 well-being of patients we treat.
Memorial Hermann-TMC Campus Hosts AORN Fall Conference

This fall, the Greater Houston chapter of the Association of periOperating Room Nurses (AORN) held their annual Fall Conference on Campus. This year’s conference, titled “Perioperative Nursing: Improving Patient Outcomes,” covered topics such as collaboration, communication, teambuilding and performance improvement, as well as corresponding discussions about how these factors can improve patient outcomes in the perioperative setting. The day featured guest speakers including Memorial Hermann-Texas Medical Center Chief Nursing Officer Victoria King, R.N., and KuoJen Tsao, M.D., co-director of the Texas Fetal Center at Children’s Memorial Hermann Hospital, as well as 10 vendor tables and 30 different poster presentations. This was the first time AORN of Greater Houston displayed poster presentations at the conference, and the initiative was a great success.

“Many of our members submit posters for our national annual AORN Congress and that is the only place they get to display their work and research, so this was another opportunity for them to share their knowledge and experience,” said Darlene B. Murdock, B.S.N., B.A., R.N., CNOR, OR nurse at Memorial Hermann-TMC and the 2013-2014 president of AORN Greater Houston. “In fact, we had to turn away poster presentations because we only had so many stands donated by the Professional Nursing Research and Evidence-Based Practice Council at Memorial Hermann-TMC.”

The mission of AORN is to promote safety and optimal outcomes for patients undergoing operative and other invasive procedures by providing practice support and professional development opportunities to perioperative nurses. AORN collaborates with professional and regulatory organizations, industry leaders and other healthcare partners who support the mission.

“Being involved with an organization like AORN is truly invaluable,” said Murdock. “With access to groundbreaking research, education on new legislative issues and everything in between, I would encourage all perioperative nurses to join.”

Members of the Greater Houston chapter of the Association of periOperating Room Nurses (AORN) attend the annual Fall Conference at the Memorial Hermann-TMC Campus.

Reminder: Service Recovery

Service recovery techniques are helpful for producing positive patient experiences. In fact, research indicates that having a complaint resolved causes most customers to recommend the product or service to friends. Spending a lot of time at the bedside, nurses often are first to hear a patient complaint, and when this occurs, should utilize the “LAST” Model - Listen, Apologize, Solve and Thank. Another service recovery technique includes distributing meal or valet vouchers to patients at the discretion of a manager or director. As a reminder, patients may only receive up to $50 a year in vouchers or service recovery items. If the complaint is not resolved, please contact a supervisor or patient relations representative at 713.704.4540 for assistance.

LAST Model

Listen to the patient/visitor carefully
Apologize for any inconvenience
Solve their problems quickly and efficiently
Thank them
Employee Safety – What You Need to Know

We are all focused on keeping our patients safe, but what about your safety? In the coming months, all Campus publications will feature articles dedicated to improving the safety of all employees here at the Memorial Hermann-Texas Medical Center Campus. The revitalized focus on employee safety comes from a renewed effort to reduce employee injuries and accidents through a newly formed Systemwide safety committee. The committee hopes to engage each Campus in implementing employee safety initiatives, studying hazard analysis information and root cause analysis from accidents, and then using that information to develop best practices and integrated safety programs that can be shared throughout the System.

Cory Worden, M.S., CSP, CSHM, CESCO, manager of System safety, stresses the importance of employee safety. “The safest institutions are those that cultivate an environment in which the safety of their employees is paramount, and in which individuals are both empowered and held accountable for the safety of themselves and their co-workers. Only then can we ensure a world-class safety culture that benefits patient safety.”

Worden says that performing a simple job safety analysis (JSA) before every task can reduce employee risk factors substantially. “Incidents are caused by a number of different factors, but by simply looking into the task you are about to accomplish, potential hazards become obvious. A JSA allows you to stop, look, think, prepare, and then take on the work with controlled risks.”

A JSA involves three steps:

FIRST: Think about work history. If there have been incidents in the past associated with the same task in which you and your colleagues are about to engage, it is possible the incident could happen again.

SECOND: Brainstorm all possible hazards present and then prioritize each of these hazards by risk, or the frequency and degree of consequences. Those hazards that are considered top priorities should be addressed first. Potential hazards may include unsafe conditions and unsafe acts. Unsafe conditions can be discovered through facility inspections such as walkthroughs, and by simply “being on the lookout” for wet floors, spills and faulty or absent equipment. Unsafe acts are caused by human factors such as fatigue, frustration, rushing or complacency.

THIRD: Break down the task into steps. Determine: What could go wrong? What are the consequences if it goes wrong? How could it happen? How can we prevent it?

“Working in a hospital poses a lot of risks, whether it is potential exposure to biohazardous materials or a strained back from lifting a patient,” Worden said. “Performing a JSA before moving forward with a potentially risky task is a proven method of reducing accidents in the workplace. In the end, it is all about awareness.”

When executing a task, remember LIFE and SAFE:

L - Look for Hazards
I - Is it Risky?
F - Find a Hazard Control
E - Execute Safely
S - Slow Down
A - Assess the Risk
F - Find a Hazard Control
E - Execute Safely

Preventing Falls at the Fall Fair

Clinicians do everything in their power to provide the safest environment possible for patients, including staying up-to-date on best practices to prevent patient falls. The Patient Falls Committee recently hosted a Fall Fair on the Skybridge to help staff from all disciplines identify opportunities to prevent falls.

Committee members stationed at different booths throughout the fair engaged staff with posters and activities to communicate fall prevention strategies. For example, one poster presentation explained how to utilize the AIDET technique to prevent patient falls while another provided evidence-based research on how staff can best identify patients at higher risk for falls.

Co-chair of the committee Lauren Standiford, R.N., clinical manager of SIMU, said, “As with many clinical issues, there is no single easy answer to the challenges posed by patient falls. This is why our committee members are very passionate about keeping staff members abreast of the most current, effective practices to reduce falls. Education protects patients and improves clinical outcomes, which contributes to the overall success of the hospital.”
One-on-One with the Chief Nursing Officer of Children’s Memorial Hermann Hospital

In early October, the Campus was excited to announce the appointment of two new leadership roles at Children’s Memorial Hermann Hospital, both of which were filled by internal candidates. Elizabeth Fredeboelling, M.S.N., R.N., NEA-BC, has accepted the role of Chief Nursing Officer (CNO) and Karen Brumley, M.S.N., RNC-NIC, NEA-BC, has accepted the role of administrative director for the hospital. The announcement, coupled with the President’s Gold Circle Breakthrough of the Year in Quality and Safety Award, sets Children’s Memorial Hermann Hospital on a positive platform for the coming year.

Fredeboelling recently sat down for a question and answer session to discuss her background in pediatrics, new responsibilities and goals as CNO for Children’s Memorial Hermann Hospital.

Q: For the past two years, you served in a leadership position on the adult side of our hospital. What is your experience in pediatrics?
A: Actually, my nursing career has predominantly been in pediatrics. It wasn’t until I joined this Campus as administrative director of specialty surgery that I served in a position focused only on adult care. In pediatrics, I have served in many different capacities, including bedside nurse, charge nurse and director. I first became a registered nurse and worked in the pediatric emergency room and intensive care nursery at University of Chicago Hospitals in Chicago, Illinois. I learned a lot there and loved the fast-paced nature of the emergency room. A few years later, I joined the team at Children’s Memorial Hospital in Chicago and served in various roles as a transport nurse, charge nurse in the pediatric intensive care unit and an administrative coordinator. In 1997, my husband and I moved to New Jersey for his job and I started at Robert Wood Johnson University Hospital. I spent eight years at this hospital, starting as head nurse of the pediatric intensive care unit, and then served as head nurse of the pediatric emergency department and pediatric transport team. I worked my way up to director of the pediatric emergency department and helped lead a number of strategic initiatives in this role, including the establishment of Bristol-Myers Squibb Children’s Hospital (BMSCH) at Robert Wood Johnson University Hospital. In 2004, our family moved again – and this time we headed south to Houston. I served as the director of special care areas at Texas Children’s Hospital until I joined Memorial Hermann.

Q: Can you expand upon a strategic initiative you led at Robert Wood Johnson University Hospital?
A: One major initiative was developing a dedicated pediatric emergency department. We hired specialized staff and carved out a space solely focused on the triage and critical care of pediatric patients. As a result, the hospital experienced a drastic increase in pediatric patient volume and cared for 7,000 pediatric patients within the first year. When we opened BMSCH in 2002, our pediatric patient volume significantly increased. When I left in 2004, we were seeing about 20,000 pediatric patients a year.

Q: You said your experience at BMSCH was a good precursor to serving as CNO at Children’s Memorial Hermann Hospital. Can you please explain?
A: Both Children’s Memorial Hermann Hospital and BMSCH are a “hospital-within-a-hospital.” At times, it can be a complicated environment but I quickly learned the power of providing a comprehensive range of services in one location. Children’s Memorial Hermann Hospital has established a strong presence in the community because of the solid foundation set by Memorial Hermann-TMC. From birth to adulthood, our facility offers continuity of care to persons of all ages with unique healthcare needs.

Q: What is your leadership style and how will it impact your new role?
A: Throughout my career, I have learned the value of teamwork. I believe that a successful leader is the result of a successful team. Wherever I am, I work hard to build a team and structure that best supports our shared mission and goals. When I joined specialty surgery, I focused on building a dynamic and strong leadership team that could support our bedside caregivers and cultivate a positive and professional nursing environment. I loved working in specialty surgery and learned a lot from the staff. My previous role broadened my perspective and will help me better align our Campus’ goals while strengthening the identity of Children’s Memorial Hermann Hospital.

Q: Although you just started, have you identified any goals for nursing at Children’s Memorial Hermann Hospital?
A: I’ll start by sharing my 60-day goal, which is to be present. I want to be on the floors meeting staff to assess where my efforts should be immediately directed. A few of my long-term goals are to establish appropriate staffing at the bedside, create a leadership structure that best supports that effort and ensure all of these decisions are based on evidence and data.

Q: You are a proponent of creating a healthy work/life balance. What helps keep you balanced?
A: I support a healthy work/life balance because nursing is a stressful line of work and time off helps keep us grounded and balanced. In turn, this allows us to provide higher quality care when at the hospital. My family helps me stay balanced. My husband and I have been married for 25 years and we have three beautiful children – or as they like to remind me, “adults.” My oldest son is a junior in college, and my daughter and youngest son are a senior and junior in high school, respectively.
September and October DAISY Award Winners

This section is dedicated to honoring our Campus’ DAISY Award winners for September and October. Congratulations to these winners for going out of their way to best demonstrate the Campus’ pillars of nursing and DAISY qualities.

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.

Stephen Smith – September
September’s DAISY Award goes to Stephan Smith, R.N., NICU. Smith received the nomination from a patient’s mother. She wrote, “Stephan noticed our baby was having little tremors, followed by crying like she was in pain. He brought it to the doctor’s attention and it turned out she was having seizures. He was very attentive.”

Madhu Gargi – October
October’s DAISY Award goes to Madhu Gargi, R.N., ACE Unit. Hackworth received two nominations. One patient wrote in part, “She was very attentive to me. She is a great nurse, compassionate about her patients and a wonderful advocate. I can’t say enough good things about Madhu – she was phenomenal! I would use this hospital again just based on her care.” Another patient wrote, “Throughout the day I felt much pain and Madhu made me feel like I was the most important person in the world. I have never had someone take care of my pain the way she did. She made you feel like her friend and she didn’t want you to feel any pain. I wish every patient could feel the compassion I felt through the touch of Madhu.”

Memorial Hermann-TMC Once Again Ranked as One of the Nation’s Leading Academic Medical Centers by UHC

University HealthSystem Consortium (UHC), an organization comprising most of the nation’s leading academic medical centers with a focus on quality and accountability, has once again ranked Memorial Hermann-Texas Medical Center as one of the 25 top-performing academic medical centers in the nation.

Formed in 1984 and based in Chicago, UHC fosters collaboration among its 118 academic medical centers and 299 affiliated hospital members, helping them achieve excellence in quality, safety and cost-effectiveness.

To generate the listing, UHC assesses organizational performance from these top centers through an objective and outcome-based approach, using measures developed by national organizations or the federal government across six domains of care – mortality, effectiveness, safety, equity, patient centeredness and efficiency. The organization examined clinical, operational and core measure data as well as information that is publicly reported through the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey to compile the rankings. The Memorial Hermann-TMC Campus made its first appearance on the list in 2006 – a year after the list’s inception – and has been named every year since.

“Competition continues to grow among academic medical centers, and hospitals across the country are successfully raising the bar in terms of quality and patient experience,” said Craig Cordola, chief executive officer of the Memorial Hermann-TMC Campus.

“I am very proud of the hard work, dedication and teamwork of our entire organization. The success of Memorial Hermann-TMC Campus is largely driven by the strong relationships between the Campus, UTHealth Medical School and our affiliated physicians on the medical staff. ‘Patient safety is our highest priority, and the Culture we’ve created within these relationships reflects that,’” Cordola added. “Despite our ongoing recognition, competition is growing, and we need to elevate the work we are doing now and continue to make improvements.” Cordola cited the Campus attributes as being at the core of our Culture, and added that remembering to embrace these qualities will help us climb to UHC’s coveted No. 1 spot:

Memorial Hermann-TMC Campus Attributes:

• **Execution**: Having the discipline to achieve the outcomes needed within the given time frame.

• **Authentic**: Convey your message with courage to others while staying true to your own beliefs and style of communication.

(Continued on page 6)
Magnet Moment: CAPS and Child Life Collaborate to Make a Lasting Memory

Kristie Cullum, Chronic and Palliative Services (CAPS) department, contacted Alyssa Luksa, manager of the Child Life department, a few days before her patient delivered a baby girl who would not survive due to a chronic illness. The patient and her husband asked Cullum for assistance on how to share the news with their 3-year-old daughter. Cullum embraced Magnet’s strategy of interdisciplinary collaboration and reached out to the Child Life department.

Cullum said, “We are fortunate to work in a hospital that has experts in almost every field. Child Life is incredibly talented and skilled in preparing children for difficult situations. Luksa went above and beyond to help give their 3-year-old a sense of closure.”

After the delivery, Luksa met with the mother and her husband. She learned their daughter was very involved in the pregnancy and extremely excited about the delivery of her baby sister. She helped pick her sister’s name and decorate her room. She even was calling all of her stuffed animals her sister’s name.

Luksa said, “After meeting with the parents and learning this, I knew that we needed to give the daughter something tangible with which to remember her baby sister.”

Luksa asked the mom for permission to make footprints of the baby on a canvas to give to her daughter. “When I told the mom my idea, she started crying and said that would be amazing. She was unsure of how to let her young daughter be a part of her sister’s short life since she was unable to meet her.”

With permission from the OA, Luksa went to the morgue with her co-worker, Alyson Ryall, and Clayton Williams, security, to make the baby’s footprints.

Luksa said, “Clayton was amazing! He set up a place for us to work and stepped up when Alyson and I were struggling with the delicate situation, even though we knew it was hard for him too.”

The team printed the baby’s feet in purple and pink, the daughter’s favorite colors, on a canvas. They formed the footprints into the shape of a butterfly and wrote a sweet message to the daughter from her baby sister.

The canvas was wrapped and given to the mother. Luksa said, “When I met with her mother the next morning to see how the visit went, she sat up and hugged me. She said it was very sad and powerful for their entire family. They read their daughter the message after she opened the canvas. She cried hugging the canvas.”

Luksa continued, “The mother said that they had never dreamed of going through this kind of ordeal, but because of the staff here, including Kristie, the physicians and nurses, they were able to take the small steps needed to get through the situation. She is incredibly thankful to everyone who helped give their daughter a lasting memory of her sister.”

(Continued from page 5)

- **Sustainable:** Do your work in ways that consistently use and rebuild energy in yourself and others. Implement strategies and ideas that are proactive and will continue to improve the organization in the long term.
- **Team:** Consider the interests of all teammates, making choices about your time, attention, communication and decisions that best benefit the team. Actively working to make others better through your work and believing that success of the team is above success of self.
- **Intentional:** Be present, aware and purposeful in all of your conversations, deliberations and actions.
- **Transparent:** Deliver and clarify the correct amount and type of information to the right people in time to benefit both.
- **Inspired:** Empower creativity to drive positive results forward.
- **Professionalism:** Being respectful, relevant and purposeful in approach to interactions with others at all times.
- **Safe:** Establish an environment dedicated to patient safety while allowing for freedom of discussion without fear of retribution or retaliation.
- **Community:** Actively support the Campus within which we work while partnering with other organizations to impact the community beyond our four walls, thus ensuring we continue to build a strong (healthier) Houston for the next generation.
Memorial Hermann-TMC Campus Nurses Share Their Thoughts This Holiday Season

I’m thankful for the privilege of my job where I get to serve the medical and psychological needs of our patients. I am thankful for the people I get to spend every day with – my patients, my Memorial Hermann family (co-workers), and my family. In all facets of my life, I am surrounded by love. I get to receive love and give love every day!

– Sandra Uribe, R.N., Women’s Services

I’m thankful for my family, particularly for my happy and healthy son. He is in his first year of college and I’m incredibly proud of him.

– Mary Vondohlen, R.N., M.S.N., Magnet Program Director

I’m thankful for my two amazing, wonderful intelligent and charismatic sons, Dylan and Austin. Everything I have accomplished and will accomplish in the future is because of the love I have for these two young men (no longer little boys). My unconditional love for my sons has enabled me to always sympathize with my NICU parents and help comfort them. I’m also incredibly grateful for my parents who I will never be able to thank enough for everything they have done for my boys and me. And lastly, I’m thankful for my friends who have been my anchors of support in my life and career.

– Karen Elkowitz, R.N., NICU

There are so many things that I could say, but I really am grateful to have a job that allows me to help others. And as always, I’m very thankful for my wonderful family who continuously support me.

– Frances Jamie, R.N., 5 Jones

I’m thankful for my loving husband, beautiful family, good health and faith, which helps me preserve and be strong for my family.

– Joia Bush, R.N., 4 West Cullen

I have a lot to be grateful for this year and I’ll start with the birth of my son on Aug. 27. He is my sunshine and has helped me cope with the unexpected death of my grandmother the day before his birth and my father’s cancer diagnosis just three weeks later. I’m also so grateful to work in a supportive and caring unit. I truly cherish the friendships I have developed at work. Knowing I’m surrounded by supportive people at work and at home is comforting during hard times.

– Catherine Jackson, R.N., NICU

The nurses of the Memorial Hermann-Texas Medical Center Campus open up about what they have to be thankful for this holiday season.
Recognizing Our Employees

Recognizing clinicians for their achievements in patient care and in our community is an integral part of the culture of clinical excellence at Memorial Hermann, both at the Texas Medical Center Campus and across the System. It is also an important aspect of the Magnet Structural Empowerment component – to reward and recognize staff, 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

Center for Advanced Heart Failure
- Sindhu Joseph was promoted to R.N. III

CIMU
- Nicole Dang was promoted to R.N. III
- Lauren Lohan was promoted to R.N. III

CSC
- Gregory Carrasales was promoted to R.N. III

CVICU
- Melody Alino was promoted to R.N. III

Emergency Department
- Juan Hernandez was promoted to R.N. III

Ortho/Trauma
- Ada Abanobi was promoted to R.N. III

PICU
- Kristin Thome was promoted to R.N. III

Certifications
- Rachel Bryant, B.S.N., R.N., CA/CP-SANE, received her professional certification SANE-P from the International Commission for Forensic Nursing Certification.
- Ashley Huynh, B.S.N., R.N., CA/CP-SANE, received her professional certification SANE-P from the International Commission for Forensic Nursing Certification.
- Anastasiya Ivanova, R.N., received her professional certification CCTN from the American Board for Transplant Certification.
- Robert Lehtonen, R.N., received his professional certification CCRN from the American Association of Critical-Care Nurses.
- Dana Oldman, B.S.N., R.N., CA/CP-SANE, received her professional certification SANE-P from the International Commission for Forensic Nursing Certification.
- Patty Orekoya, B.S.N., R.N., received her professional certification CA/CP-SANE from the Texas Office of the Attorney General.
- Benson Wkesa, R.N., received his professional certification CCRN from the American Association of Critical-Care Nurses.
- Rachel Bryant, B.S.N., R.N., CA/CP-SANE, received her professional certification SANE-A and SANE-P, from the International Commission for Forensic Nursing Certification.
- Suzanne DeVore, B.S.N., B.A., R.N., received her professional certification CA/CP-SANE from the Texas Office of the Attorney General.

Achievements
- Ida Banks received her bachelor’s in respiratory care.
- James Ellis received his master’s in business administration.
- Russell Graham received his bachelor’s in respiratory care.
- Sherry Guidry Jones received her bachelor’s in respiratory care.
- Debra McGinnis received her bachelor’s in respiratory care.
- Adam Mullaly received his bachelor’s in respiratory care.
- Vicky Rupinder received her bachelor’s in nursing.
- Joey Wilson received his bachelor’s in respiratory care.

New Leadership
- Karen Brumley, M.S.N., RNC-NIC, NEA-BC, has been named administrative director of Children’s Memorial Hermann Hospital.
- Marie Clark, R.N., M.S.N., NEA-BC, has been named administrative director of patient services for the Center for Advanced Heart Failure.
- Elizabeth Fredeboelling, M.S.N., R.N., NEA-BC, has been named chief nursing officer of Children’s Memorial Hermann Hospital.
- Efrain Siller has been named operations manager for the medicine service line.
- Donna Stewart, R.N., B.S.N., M.B.A., has been named administrative director of specialty surgery.

Memorial Hermann-TMC Hosts Rotterdam University

Nurse practitioner students from Rotterdam University in the Netherlands visited the Memorial Hermann-Texas Medical Center Campus to learn more about healthcare and hospital operations in the United States. In turn, the international students conducted presentations in the Hermann Conference Center on topics ranging from restraints to caring for patients with advanced dementia.
Continuing Education Opportunities

December

Dec. 9 & 10, 8 a.m. – 4 p.m. *Class Full
  Pediatric Advanced Life Support
Dec. 12, 8 – 11 a.m.
  Advanced Renal Replacement Therapy
Dec. 13, 8 a.m. – 12:30 p.m.
  CPR HeartSaver (Non-Licensed Staff Only)
Dec. 16, 8 a.m. – 4:30 p.m.
  EKG Interpretation: Beyond the Basics
Dec. 17, 7:30 – 10:30 a.m.
  Emergency Care Program: Using the Emergency Severity Index: A Five Tier Triage System
Dec. 19 & 20, 7:15 a.m. – 5:30 p.m. *Class Full
  Trauma Nursing Core Course
Dec. 20, 10 a.m. – Noon
  HealthQuest – Nursing ADT
Dec. 30, 8 a.m. – Noon
  EKG Interpretation: Beyond the Basics

January

Jan. 6, 8 a.m. – 4 p.m. *Class Full
  Advanced Cardiac Life Support – Recertification
Jan. 9 & 10, 7:30 a.m. – 5:30 p.m. *Class Full
  Trauma Nursing Core Course
Jan. 9 & 10, 8 a.m. – 4:30 p.m.
  Respiratory – Adult Emergency Airway Management Course
Jan. 13, 7:45 a.m. – Noon
  CPR for Healthcare Providers (Licensed Staff Only)
Jan. 20 & 21, 8 a.m. – 4 p.m. *Class Full
  Pediatric Advanced Life Support
Jan. 24, 8 a.m. – 4 p.m.
  Pediatric Advanced Life Support – Recertification
Jan. 27, 8 a.m. – 12:30 p.m.
  CPR HeartSaver (Non-Licensed Staff Only)
Jan. 29, 8 a.m. – 4 p.m. *Class Full
  Advanced Cardiac Life Support – Recertification
Jan. 31, 8 a.m. – 4:30 p.m.
  Respiratory – Adult Emergency Airway Management Course

To register or get more information on any class, visit the Partners in Learning section of InSite.

Continuing Education Opportunities: Email Address Now Active

Memorial Hermann-Texas Medical Center employees are encouraged to participate in continuing education classes to maintain professional requirements, learn more about best practices used by other organizations and stay informed about the latest advancements in health care.

Victoria King, chief nursing officer of Memorial Hermann-TMC, said “Continuing education opportunities are incredibly valuable for our nursing staff. They can raise both their skill level and the level of care we are able to provide to patients. It’s important that our nurses have full support from the Campus to pursue these opportunities.”

Most recently, the Campus supported 14 staff members to attend a Magnet® conference in Orlando, Florida. King viewed the trip as a valuable opportunity for Campus staff to learn about the transformative power of Magnet concepts in navigating current healthcare challenges.

A continuing education council was recently formed to assist those interested in pursuing continuing education opportunities. One of the council’s efforts was to improve the process for funding requests for continuing education opportunities and as a result, an email address has been created.

As a reminder, all employees requesting travel, conference registration or lodging expenses are required to submit a request. The application can be accessed from the TMC Connections page on InSite.

Once the requested information is completed, including the required signature of approval, please email the application to TMC-ContEdu@memorialhermann.org.

Once the request is reviewed, the applicant will receive an email communication regarding the status of approval. This process will improve the turnaround time for requests and excludes professional organization membership dues or certification reimbursement.
Upcoming Events

Employee Holiday Party: Dec. 12 & 13
All employees are invited to celebrate the season during the annual employee holiday party in the Hermann Conference Center. The night shift party will take place on Dec. 12 from 10 p.m. to midnight and the reception for the day shift will be held Dec. 13 from 1 to 3 p.m. Enjoy sweet treats and fellowship with your co-workers.

Blood Drive: Dec. 19
Partners in Caring (PIC) will host a blood drive in the Cullen Lobby from 9 a.m. to 4 p.m. on Thursday, Dec. 19. Please consider donating, as a single donation of whole blood can help save the lives of three different people. Walk-ins are welcome, but it is strongly encouraged that you schedule an appointment and fill out your health history form in advance. For more details or to schedule your donation, visit www.giveblood.org or call Faizbano Rayani at 713.704.2074.

Employee Holiday Meal: Dec. 24 & 25
The Memorial Hermann-Texas Medical Center Campus will be providing a complimentary meal for all employees who will be working on Christmas Day. Employees may choose one of the following meals, which will be served in Café Hermann: Employee Holiday Breakfast from 10 p.m. on Dec. 24 to 12:30 a.m. Dec. 25, or the Employee Holiday Meal from 11 a.m. to 3 p.m. and again from 5 to 8 p.m. on Dec. 25. Please bring your ID badge to receive the free meal. Happy Holidays!

Memorial Hermann-TMC Nurses Attend Magnet® Conference

Fourteen nurses from the Memorial Hermann-Texas Medical Center Campus joined Victoria King, chief nursing officer of Memorial Hermann-TMC, for the 2013 Magnet Conference in Orlando, Florida. Over the course of three days, attendees listened to speeches and spoke with the country’s leading experts on how to best cultivate a positive nursing environment aligned with the strategies of the Magnet Recognition Program®.

Ada Abanobi, R.N., 6 Jones, was one of the nurses selected to attend the conference and shared her experience. Abanobi said, “It was important for me to attend the conference because I wanted to see what this ‘Magnet’ designation is really about and what sets Magnet-designated hospitals apart. The big thing that I learned is that at Memorial Hermann-TMC, we are doing a lot of the same things that those designated hospitals are doing. We have outstanding patient experiences with wonderful patient outcomes which is reflective of the nursing care that we provide.

It’s time for us to let our light shine and show our amazing work. I returned with the mindset that perhaps I can encourage my peers to celebrate what they do. If they don’t feel like they can do that, let’s find a way to bring joy to the work environment. The only way to solve a problem is to become engaged and be the solution. For example, I work on one of the largest units on the adult side, which makes survey completion difficult. For the National Database of Nursing Quality Indicators survey, our goal was to get 100 percent participation and we achieved it.”

Back to the Basics: Caring for Patients During the Holidays

It is the responsibility of a nurse to oversee a patient’s physical health, but during the holiday season it is often a patient’s mental and spiritual health that demand more attention. Understandably so – most people want to spend this precious time with family or in the comfort of their own home. One way caregivers can help patients cope during the holiday season is by embracing a spirit of compassion and giving.

Begin by modifying your perspective on the situation. The holidays are a time for giving and the best gift you could give to humanity is your nursing career. You have the opportunity to show patients and their families what it means to be a compassionate caregiver. Take a few minutes and spend extra time at the bedside to listen to a patient’s stories about family gatherings, special personal gifts or holiday traditions. If they aren’t open to sharing, take a moment to tell them why you are proud to be a nurse at Memorial Hermann-TMC. These are the moments your patients will cherish long after the holidays.
Memorial Hermann-Texas Medical Center is expanding the Campus and upgrading infrastructure.

The objective of this monthly Campus Construction Update is to keep our employees, patients and visitors informed of our ongoing development projects.

**Construction on 3 Jones to Move into Phase 2**
The construction on 3 Jones was on target for completion in early December. Patients were scheduled to move into the refreshed rooms, which include J389-393, on Monday, Dec. 9, with Phase 2 of the project scheduled to begin the following day. Phase 2 involves similar renovations to additional rooms and is expected to be completed in March 2014.

**Pediatric Surgical Waiting Area Renovation to Begin in December**
Remodeling of the pediatric surgical waiting area, which sits on the 2nd floor of Robertson Pavilion, is scheduled to begin mid-December. Presently, the waiting room has limited space and cannot accommodate the current volume of visitors. The renovation will include the addition of two pediatric pre-op rooms, two private consultation rooms that are directly attached to the operating room enclave, as well as a total remodel and expansion of the Pediatric Day Surgery department. All of the existing pre-op areas will be refreshed as well, with new signage, art and other updates to create a more kid-friendly environment. The interior will be sea-themed and will include waves on the walls, aquariums and corresponding carpet. Once complete, the area will be home to Child Life, patient registration and the pediatric surgical waiting area. The project is possible thanks to a $1 million donation from the H-E-B Foundation. The anticipated completion date is summer 2014.

**Dialysis Temporarily Relocates**
To accommodate construction on 9 Jones, the hemodialysis unit has been temporarily relocated to 4 West Jones. Contact phone numbers for the department will remain the same. Renovations for the dialysis area on the 9th floor are expected to be completed by the end of December. In the interim, please direct visitors and guests looking for dialysis to 4 West Jones.
The Champions of Skin Integrity

As the largest organ system, the skin is the first line of defense against infection. It performs functions that are vital to a patient’s recovery process. Maintaining skin integrity is crucial because hospital-acquired pressure ulcers, skin tears and infections are associated with pain, reduced mobility, increased risk of complication and increased healthcare costs due to prolonged length of stay.

To help uphold skin integrity, the Memorial Hermann-Texas Medical Center Campus has established a group of skin champions. Skin champions support staff by providing consultations related to skin breakdown, assistance in selecting barrier products and dressings, and decision support for appropriate bed surfaces.

Kristen Smith, chair of the skin champions, said, “Our skin champions are passionate about promoting health through the preservation of skin integrity. Through the use of moisture barriers, adequate support or pressure-relieving surfaces, nutritional guidance and mobility, our patients receive a multidisciplinary approach to achieve their optimal level of wellness.”

Campus Hosts Continuing Education Events for Clinicians

The Professional Nursing Education Council recently hosted two special nursing events – the Fall Continuing Education Bonanza and the School of Nursing Fair. The bonanza took place in the morning and was centered on improving communication and team building in the clinical setting. In the afternoon, the School of Nursing Fair had representatives from more than 10 different local and national schools available to talk with registered nurses about returning to school for advanced education. Coordinator of the day’s events Angela Lee, B.S.N., R.N., CCRN, education council chair, said, “We had a great turnout and all of our participants left feeling as if they had learned something new. I know many of our nurses are interested in learning how to continue their education in a specialty or field, which is why it’s important we support these events. Thanks to all who participated and we look forward to hosting another continuing education bonanza on Jan. 9.”

More than 100 nurses attended the School of Nursing event, pictured above, to learn more about how to continue their education.