Dear UVA Nurses: Happy spring! I hope you find some time to plant your gardens, take in the beauty of the flowering trees and bulbs and get out for hikes, walks, bike rides and whatever you enjoy doing in your time off. I have lots of news this month, so let’s get to it.  Lorna Facteau, DNSc, RN, Chief Nursing Officer

Straight Talk Update

My most recent Straight Talk session took place at Northridge. It was informative for me to have this opportunity to meet with ambulatory care clinicians and to hear their updates, news, concerns and questions.

The nurse participants shared some of the unique aspects of ambulatory care practice, including their distinct information-gathering and patient teaching roles. “Rooming” patients gives nurses opportunities to assess and interview patients and to intervene as needed. The challenge of treating unstable patients away from the Medical Center was discussed, and participants expressed gratitude for the support of the Medic 5 team to help transport acutely ill patients. This is an example of the essential teamwork that is vital in ambulatory care.

One issue I heard was concern about the communication of recent changes in health insurance coverage. Clinic staff report they are fielding questions because of the changes. One nurse commented that no one came to Northridge during open enrollment. I have encouraged Human Resources staff to consider ways to help employees better understand the changes to our insurance.

I was asked whether there were foreseeable changes resulting from health care reform. What we do know is that we will receive $7 million less in Medicaid reimbursement this year. The Health System is financially stable, but we are affected by the changes in the economy.

Ambulatory care will be the first area to go live with EpicCare, so nurses have been actively involved in the design and training. It was great to hear that nurses are “ready to give up paper charts” and move to the electronic medical record. Nurses voiced enthusiasm for EpicCare assisting “all disciplines to be involved in medication reconciliation.”

I have asked the PNSO leaders to assure that parking options are available for ambulatory care nurses to participate in PNSO, Magnet and other committees. Parking need not be an obstacle to participation.

RN Satisfaction Survey: Do It Now!

The 2010 RN Satisfaction Survey is now open. This anonymous and confidential survey is conducted through the National Database of Nursing Quality Indicators (NDNQI). This survey helps us assess your satisfaction with the programs and resources that support professional nursing practice, including opportunities for continuing education, professional development and career ladder advancement; the adequacy of resources to provide high-quality care and more. Your input helps us
leverage our strengths and identify opportunities for improvement. This year it is especially important that you participate. This survey will contribute directly to elements required for our Magnet re-designation. We want to hear from you.

To access the survey, go to nursingatuva.com and click on the RN Satisfaction Survey image. When you have completed the survey, tell your manager and receive a participation card that enters you in a drawing for prizes. Do it today!

**Acute and Critical Care Float Pool RN Resources**

In this month’s video, Rosa Barragan and Maggie Seelye help me explain the acute and critical care float pool RN support pilot; watch the video at ______. This pilot provides an acute care RN and a critical care RN on most shifts to help with patient admissions, transfers and transports. I hear positive comments from you about this initiative every time I make rounds. Linda Dedo, Manager for the Staffing Resource Office, has also heard from you. Here are some of your comments:

“...having a float acute care RN available is a tremendous help to getting all our admission paper work completed. By having the float acute care RNs and the MET nurses, our patients are benefiting.” – RN, 3 West

“I want to reinforce the positive effect I have seen since the inception of the float nurses. I utilize their services daily in the ER. They report at the beginning of the shift so I am aware who is on duty. They request a list of admitted (boarding) patients, review or initiate the admission database, transport these patients to ancillary areas and to their assigned beds. This is greatly appreciated and facilitates patient flow.” – Shift Manager, ED

“Just want to let you know that the new float nurse position is the BEST innovation I have seen at UVA in the 20 years I’ve been here.” – RN, 4 West

This pilot is only one of the many initiatives that are happening, all designed to enhance staff and patient satisfaction. In the coming months, you will hear more about the bedside report pilot and the throughput initiative.

**Meet Scott Croonquist, Administrator for Inpatient, Emergency and Psychiatric Services**

I am happy to welcome Scott Croonquist as the Administrator for Inpatient, Emergency and Psychiatric Services. Scott joins us from New York-Presbyterian/Weill Cornell Medical Center where he was the Director of Nursing for Cardiac Services and Critical Care Nursing. Prior to this, Scott was Administrative Director of Nursing for Critical Care at Hackensack University Medical Center for 17 years.

Scott received his MSN from Saint Peter’s College in NJ and his BSN from the Ramapo College/University of Medicine and Dentistry of New Jersey. Since 2001, Scott has been an active Magnet Recognition Program Appraiser for the ANCC. In fact, Scott was one of our appraisers in 2006. We will certainly make good use of his expertise as we prepare for re-designation.

You will see Scott making rounds in the patient care areas. When you do, please introduce yourself and make him feel welcome.

**Nurses’ Week Is May 6-12**

Details coming soon!