

A quarterly publication for United Hospital Nurses

nursing notes



Nursing research and evidence-based practice

Margo Halm, RN, PhD, Director of Nursing Research and Quality

So you want to know the difference between quality improvement, research and evidence-based practice (EBP)? You are not alone! Subtle differences between these methods may make even a seasoned nurse puzzled from time to time.

Quality Improvement (QI)

QI is the systematic use of actions to increase the value of nursing care to patients/families (quality, safety, cost) by improving the effectiveness and efficiency of care processes and activities. Current United QI examples include:

- Improving recognition of hypoxia by all members of the health care team. Recently, the graphics sheet was revised to allow trending of O₂ saturations alongside oxygen levels and vital signs.

- Testing different interventions on 4900/20/40 to determine if they improve our ability to reduce harm associated with falls. The team has new learnings about practices such as contracting with high-risk patients to call before they get up, staying with high-risk patients in the bathroom and conducting clinical rounding for outcomes. These practices will be extended to other units after all testing is complete.

Research Conduction

Conducting research is the use of the scientific method to answer specific questions related to an issue faced in clinical practice, nursing education or administration. In the design of the study, either quantitative (numerical

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spring 2007



UNITED
HOSPITAL
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Magnet fellowship awarded to Penque

Colleen Kingsbury, senior communications consultant

Sue Penque, RN, vice president of Patient Care and Operations, has accepted a three-year appointment as a Magnet Appraiser Fellow with the American Nurses Credentialing Center of the American Nurses Association.

“My appointment to this position demonstrates United’s commitment to advance nursing practice and focus on quality, evidence-based care and nurse leadership,” Penque said. “United and our nursing

program will benefit from the experience and knowledge I gain through this experience.”

Penque’s selection as a Magnet Appraiser Fellow is a reflection of her outstanding work in nursing as well as United Hospital’s high standards in nursing care and leadership. The application process for Magnet appraisers is very selective. Applicants must have 10 or more years experience as a registered nurse, hold a master’s

or higher degree and display knowledge, skills sets and abilities consistent with excellence in nursing, quality improvement, ethics, hospital operations and knowledge of national issues in nursing and health care. Penque’s duties in this non-compensated position will include document review and site appraisal for evidence of excellence in nursing practice at hospitals in the United States twice per year.

Excellian order sets

Chris Woodward, United Excellian order set analyst

Within the next few weeks, United Excellian order sets will start being posted to the AKN. Order sets are posted to the AKN for several reasons: 1) caregivers will start using some “high-use” order sets now, printed from the AKN, 2) order sets will be kept up-to-date on the AKN for use during an Excellian downtime (computer system not available), and 3) order sets may be printed as needed for use by “rare user”

medical staff members (physicians who see less than 12 patients per year at United).

When United Excellian order sets are available to be printed and used, a message will appear on the STAR screen for that order set. The message will refer the user to the United Excellian order set section on the AKN and will list an ID number for the order set. From the home page on the AKN, go to the United

Hospital page and click on Excellian Order Sets. Go to the second section on the order sets page, “Search for Clinical Content by ID number.” Enter the order ID number from the STAR screen and print the order set for the physician to complete. After the physician completes the order, the HUC will go back into STAR to enter routine orders. Watch for more information about United Excellian order sets.

Change management support

Margo Halm, RN, PhD, director of Nursing Research and Quality

Excellian® is coming to United Hospital, and despite anxieties, everyone must learn how to use this new technology for patient care.

Leaders at United Hospital understand the implementation of Excellian will be stressful. That’s why they recently attended a day-long work session about how to effectively manage change.

The sessions taught leaders how to recognize the various phases of change and how to help employees along the way. Hearing from leaders from across Allina about their Excellian implementations gave United leaders a first-hand understanding of what’s to come and how to be advocates for change. As change agents, leaders are taking the time to learn the technology,

processes and procedures. This will allow them to help employees manage any anxiety or frustration along the way.

We will all benefit by providing support to one another and fostering an environment of teamwork. If you have any questions about Excellian and how to prepare for the changes that will take place, please talk to your nursing leader.

Bedside research in action

Becky Braden, RN and Sue Reichow, RN, Pre-op

Pre-op Aromatherapy Study

The Minnesota Nurses Association Foundation has awarded us and Margo Halm, RN, PhD, director of Nursing Research, a \$10,000 nursing research grant for our study, "The Use of Aromatherapy to Alleviate Preoperative Anxiety in Surgical Patients." As staff nurses in Pre-op we see our patients arriving for surgery anxious. Some patients require additional medications that can negatively impact their comprehension of pre-op teaching. This anxiety may also effect their overall satisfaction with the surgical experience.

Our study will evaluate the use of aromatherapy (or essential oils) to decrease patient anxiety. The study sample will include 150 patients who

present to United's main OR for surgery. Patients will be randomly assigned to one of three groups:

1. A control group receiving standard care,
2. An experimental group receiving aromatherapy in addition to receiving standard care, or
3. A sham group receiving a placebo using jojoba oil in addition to standard care.

All groups will be asked to complete a visual analog scale measuring anxiety on admission and just prior to leaving Pre-op for the OR. The data will be analyzed to determine if anxiety is decreased with the use of Lavendin. Lavendin was chosen after meeting with our on-site certified aromatherapist, Lisa Baker. This essential oil has been shown to

have a balancing effect on the body with its calming properties, reducing blood pressure and overall anxiety.

Pre-op staff were introduced to the physiology of action, therapeutic benefits and side effects of aromatherapy and the details of the study protocol in February. Staff will be asked to use a script during the Pre-op phone call to inform patients of their opportunity to participate in this study. As study investigators we will perform all other elements of the study protocol.

We are looking forward to beginning data collection and sharing the results at completion. It has been an exciting process so far, as we bring nursing research to the bedside to improve patient outcomes in preoperative nursing care.

Nursing profile: Chris Fenske

Nancy Roberts, RN, Day Surgery Center

Even on one of the coldest days of the year, Chris Fenske's listening abilities and experience in counseling warms the hearts of patients and fellow nurses alike. Chris is the Psychiatric Mental Health Nurse Practitioner, Certified Nurse Specialist in Psychiatry United. She accepted this position in December and works exclusively with inpatients. Nurses in the units call upon her expertise, which she has in abundance.

Chris received her undergraduate degree from Fitchburg State College in Massachusetts and has a master's of science from the University of Southern Maine. She is a Psychiatric Mental Health Nurse Practitioner.

Chris says that the first order of business in her new position is

helping to implement Excellian in Psychiatry. Other areas that she enjoys are teaching and counseling.

"One way I know that I've done my job well is when patients share what they've done that has been successful on their road to feeling better," said Chris. "It is essential for patients to feel empowered on their path to recovery."

Even though empowering clients is her main role, she herself is an empowered individual. Chris is an avid runner and hockey player. These outside interests keep her well focused on her road ahead in Psychiatry United.

Her heart-felt philosophy is: "What we do shows through our



Chris Fenske, RN

actions, not in the letters behind our names."

Chris is a true asset to nursing, Psychiatry and to United Hospital. We are lucky to have such a dedicated professional running the race along with us. Chris can be reached at ext. 15278 or via e-mail at christine.fenske@allina.com.

Diabetes updates

United diabetes resource team

Product updates:

Opticlick®

Lantus insulin pens have been removed from our facility due to a safety alert. The potential exists for the numbers to be read upside down and a mistake made on dosing. If a patient is admitted to the hospital and had been using the Opticlick® pen at home, it is acceptable to request that the patient continue to use it while here. However, at this time we will not offer the pens or the education on using the pens.

Accucheck® compact plus

This is a new meter from Roche Diagnostics. It is an updated model that has the lancing device and meter together. We have found that this is a good option for people with physical impairments such as stroke.

Updates and reminders:

Admission screens

As you probably know almost half of our patients have diabetes. When completing the admission screening tool, please assess if a diabetes consult is needed. Just having diabetes is not a qualifying criteria. The patient must have one of the listed issues or a need identified through the supplemental pathway for a consult to be warranted.

Newly diagnosed patients

When patients are new to diabetes, a consult is appropriate. The patients who are sometimes missed are patients who are diagnosed with diabetes while in the hospital or their medical regime (i.e., steroids) requires home management of blood sugars. In your assessment, please

consider the long-term plan for these patients. It is very difficult to teach a patient everything he or she may need to know to be safe at home at the time of discharge.

Bariatric surgery update

The Diabetes Resource staff has been asked to participate in Pre-op classes for bariatric surgery patients. We will do education for patients with diabetes, as well as cover the insulin administration that is being done Post-op in this population. A start date for diabetes resource staff participation in this education has not been determined.

Nursing research and evidence-based practice

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data) or qualitative (interview data) methods are used to collect information that will answer research questions. Findings of the study may be generalizable to wider groups of patients or nurses depending on the rigor of the study. Current United nursing research examples include:

- Frequent Utilizers of Emergency Department Services – Pat Milbrett, RN, Jan Christison, RN, and Chris Larson, RN.
- The Use of Aromatherapy to Alleviate Preoperative Anxiety – Sue Reichow, RN, and Becky Braden, RN (see related story on Page 3)

For a listing of current or recently completed nursing research studies at United, visit <http://www.unitedhospital.com/ahs/united.nsf/>

[page/nursing_home](#) and click on Nursing Research.

Evidence-Based Practice (EBP)

EBP is a clinical decision-making process in which clinicians incorporate the best research evidence along with their expertise and the patient's values and preferences into interventions at the bedside. By practicing EBP, nurses move beyond nursing practice solely based on their education and experience, or tradition or ritual. Examples of EBP include:

- RN avoids stripping chest tubes because she/he recognizes that research has shown stripping increases negative intrathoracic pressures, damaging lung parenchyma that can increase bleeding. Rather

than vigorous stripping, the RN uses milking techniques and proper coiling of the chest tubes to promote drainage.

- RN offers music to the post-operative patient as research has shown it reduces pain anxiety. Consequently patient comfort and satisfaction may be enhanced.
- Given research evidence that patients and families overwhelmingly report a desire to have the option to be present during resuscitation, RN supports a wife who requests to stay when her husband has a cardiac arrest in the hospital.

The Nursing Research Council has published EBP Guidelines, which may be found on the AKN under "Nursing Practices, Resources & Information."

Sometimes I ask “Why am I a nurse?”

Nancy Roberts, RN, Day Surgery Center

Now that the holidays are over and the hustle and bustle are through, I have time to think and ask myself, “Why do I do what I do?” At first that answer wasn’t clear, and to my great dismay, I found myself contemplating lots of stuff, but even through all the fray, I did come up with an answer.

It wasn’t really hard to find. All I needed was to sit still for once and purposely clear my mind. I do what I do because, in my heart I truly know, that being a nurse is what I’m called to be, and I feel compelled to show that the medical world in its complexity cannot bring me down,

Yet, at times it brings me to my knees, and on my face I don a frown.

I admit I constantly strive for perfection; a goal I can’t quite achieve. At times this frustration gets so strong, that all I want is to leave! But something pulls me back. It’s the people for whom I care. This includes not only patients, but my coworkers with whom I share the privilege of helping others achieve healing and maximum health, but it also means taking a moment and looking at yourself.

Who do you see in the mirror? It’s a fine caring person it’s true. And

I want to take a moment and tell the real YOU, that our days in this hospital can be crazy, our moments to pause are few. So I’m making a resolution for 2007, in this year that’s new. To tell the people I work with, how much I really care, how well they care for patients, and how glad I am they are there. Sappy isn’t what I’m striving for, no, it’s thank you, I want to say. We’re all in this together and at this hospital we’ll try to stay. Feverishly striving, fervently working, with every minute it’s true, That the real reasons I come to work, are YOU and YOU and YOU!

Certification fair successful

Linda Gfrerer, RN, MS, Education Services

In January, United Education Services hosted an open house for registered nurses to learn more about advanced nursing degrees and specialty certification.

The event was highly successful with more than 40 RNs in attendance. Eight educational institutions provided information on their masters and doctoral degree programs.

United Hospital advanced practice RNs Christine Fenske, Debra Freund, Kelly Gannon, and Maureen Smith

led a question and answer session to share insight into how higher education or certification can lead to personal growth and advancement of nursing practice. Panel members shared their personal stories about what led them on their journeys toward specialized and advanced nursing practice.

If you were unable to attend this exciting event and would like more information, please contact:

Advanced nursing degrees:

Linda Gfrerer, MS, RN, ext. 18227

Nursing certification:

Susan Loushin, RN, MA, ext.. 18240

Panel discussion members:

Christine Fenske, MA, PMHNP, CNS, ext. 15278, Behavioral Health Services

Debra Freund, MS, RN, CPNP, ext. 16315, The Birth Center

Kelly Gannon, MS, APRN-BC, ext. 17318, Nasseff Neuroscience Center

Maureen Smith, MA, RN, CCNS, ext. 18229, Nasseff Heart Center

Honesty & ethical standards

Susan Loushin, RN, MA, Education Services

Celebrating professional success is a pivotal belief of the ANCC Magnet recognition program. In that spirit, we are pleased to celebrate the result of a poll just released by USA Today/Gallup.

The annual poll reveals that nurses top the list of occupations rated for honesty and ethical standards for the sixth consecutive year. How heartening to see continued evidence of the public’s affirmation of the

work we do and how we do it! Congratulations and best wishes to all our nurse colleagues around the world.

Education opportunities

The Menopause Center

United nurses are invited to attend “Perimenopause and More: Most Everything You Need to Know about Hormones and Bioidentical Therapy.” Sandy Greenquist of The Menopause Center of United Hospital will discuss perimenopause symptoms, what’s normal and what’s not, bioidentical hormones, healthy aging and beyond menopause. Registrants may choose to attend one of the following:

- May 31 3:30 - 5:30 p.m.
- May 31 6:30 - 8:30 p.m.
- Sept. 25 3:30 - 5:30 p.m.
- Sept. 25 6:30 - 8:30 p.m.

CME credits are available for nurses, and the \$25 registration fee includes materials, light snack and parking voucher. To register, call Jeanne Perry at ext. 15490.

Fetal Heart Rate Monitoring

Register now for the Situational Awareness in Fetal Monitoring course March 21, 2007, from 5 - 9 p.m. in the United Hospital Conference Hall. The course will cover common language

for fetal heart monitoring, indications for action, emergency responses and collaborative practice. The course is designed for continuing education credited by the Center for Learning & Innovation at Allina Hospitals & Clinics. For more information or to register, please call 612-262-5030.

Med-surg certification test prep

Allina is offering medical-surgical certification test prep on April 9 and 10, 2007, at Allina Commons in Minneapolis. The unique question and answer format of this two-day course provides a comprehensive review of med-surg nursing topics to successfully prepare for the ANCC med-surg nursing certification exam. For more information, contact Allina Education at 612-262-5030. Brochures on this and other certifications are near the Education display by the cafeteria or in Education Services.

For information on this or other certifications, contact United Education Services at ext. 18225 or ext. 18240.

Integrative Health and Healing

Lisa Baker, CMT

The Integrative Health and Healing Department at United Hospital provides complementary and alternative services for patients and staff. Services provided include:

- Massage
- Perinatal massage
- Shiatsu
- Mechanical acupuncture
- Clinical aromatherapy
- Relaxation techniques
- Energy therapies (healing touch, cranial sacral therapy, reiki)
- Guided imagery

Services are free for inpatients, and employees receive a 10 percent discount on services. Hours are 8 a.m. to 4:30 p.m., Monday through Friday.

Staff members Lisa Baker, Carol Nelson and Gail Willgohs are nationally certified in massage and other bodywork methods.

Call ext. 18016 for more information or to schedule an appointment.

Policies and procedures

Policies and procedures updated since winter 2006

- Death of Patient/Post mortem care (minor edits)
- Deaths reportable to the Medical Examiner (new reporting requirements)
- Delegation (minor edits to match the latest Minnesota Nurse Practice Act and the United/MNA contract)
- Enteral feeding tubes, declogging (matches the order set)
- Insulin Infusion Pump, care of the patient with (new)
- Oxygen titration by oximetry (major changes with education complete)
- Peritoneal Dialysis (moderate changes in site care)
- Radiation Therapy (Iodine 135) (minor edits)
- Therapeutic Phlebotomy (minor edits)
- Tissue and Eye Donation (Cardiac Death) (minor edits)
- Tissue and Eye Donation (Brain Death) (minor edits)
- Code Gray (formerly Missing Patient Policy) (new)
- Medication Administration: Propofol – continuous infusion in non-vented patient (deleted)
- Missing Patient Policy (deleted)

Celebrations

Certifications

CCRN certifications

- Katy Holets, CCRN, RN, 3900/20/40
- Sharon Minns, CCRN, RN, 3900/20/40
- Jeanette Maruska, CCRN, RN 3900/20/40
- Beth Sawyer, CCRN
- Mike Sawyer, CCRN, RN 3900/20/40

ONC certifications

- Heather Lundberg, RN, ACM, ONC, 4500

Medicolegal death investigator

- Sue Dzubay, RN, Pain Clinic, received certification as a Medicolegal Death Investigator through the American Board of Medicolegal Death Investigation.

Educational advancement:

BSN

- Mike Sawyer, RN, BSN, 3900/20/40
- Ekua Taylor Rengel, RN, BSN, The Birth Center
- Patience Ambe, RN, BSN, The Birth Center

Masters degree

- Marge Van Roekel, RN, Critical Care operations leader, received her master's degree in organizational leadership from Bethel University.

Honors and scholarships

- Barb Jacobs, RN, Care Coordinator, won the Hoban Scholarship at the University of Minnesota to continue her pursuit of her master's degree.

- Mike Sawyer RN, 3900/20/40 was named the 2006 Outstanding Undergraduate Student at Metropolitan State University School of Nursing
- Pam Berg, RN, OR leader, and Ruth Darvell, RN, operations leader on unit 2600, were interviewed in the January 2007 edition of "OR Manager" magazine regarding United's Bariatric Center of Excellence.

Professional appointments

- Sue Dzubay, RN, Pain Clinic, was recently appointed Medical Examiner for Pierce County, Wis.
- Susan Loushin, RN, MA, Education Services, is celebrating her third year as chair of the Augustburg Nursing Alumni Association.
- Sue Penque, RN, vice president of Patient Care and Operations, was recently appointed to a three-year term as a Magnet Nursing Appraiser Fellow for the American Nursing Credentialing Corporation (see Page 2)
- Linda Serhson, RN, MA, director of Oncology Services, was appointed to the Minnesota Cancer Alliance 2007 Steering Committee.

Awards and recognition

- The work and dedication of MNA President Linda Slattengren, RN, was recently recognized by the Minnesota Women's Consortium.

Ceremonies held on Jan. 31 celebrating Women in the Workplace recognized Slattengren for her numerous and wide-ranging contributions as an advocate for her nursing colleagues and for improved patient care. Slattengren is MNA co-chair at United Hospital.

- Congratulations to nursing staff on 4920/40 and Kelly Gannon, RN, MA, Neurology program leader, for all their hard work and effort toward United Hospital's certification as a Primary Stroke Center by The Joint Commission.
- Congratulations to Geriatric Psychiatry unit 8900 staff on receiving the 2006 Minnesota Hospital Association award for Innovation in Patient Care. The award was in recognition of work to reduce the geriatric patient fall rate. Staff from the work group include Dale Russ, RN, unit 8900 operations leader, Pam Howard, RN, project leader, Rosalie Vlahutin, RN, Allina improvement consultant, Diana Bellmore, RN, Allan Dahl, RN, Pat Lansing, LPN, Bruce Leopold, RN, James Tczap, RN, ACM, and Mary Wahlen, RN.
- United Hospital won the 2006 Minnesota Hospital Association award for Best Minnesota Hospital Workplace in recognition of our achievements in employee engagement.

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