

# Phelps Hospital Nursing News December 2019



## **MAP-IT**

### **Phelps MAP-IT Graduates**

Northwell Health's Mentoring and Professionalism in Training program (MAP-IT) introduces participants to humanism and essential skills of appreciative inquiry as central components of effective mentoring. Offered on Phelps campus, this 10 month longitudinal, relationship-driven program includes small group learning experiences and critical reflection. We recently graduated our second cohort. There were two groups in the cohort, one facilitated by Rebecca McAteer, MD and Rachel Ansaldo, RN, and the other facilitated by Shirley Beauvais, RN and Kimberly Andron, SW. A big thank-you to Rebecca, Rachel, Shirley and Kimberly for their time, energy, and support of the program. The following participants graduated in August: Melissa Eisele-Kaplan, MSW, Carol Greiner, MSW, Candace Huggins, RN, Yvetale Lauture-Jerome, RN, Pam Lipperman, SW, Rency Mathew, RN, Alicia Mulvena, RN, Carol Robinson, Aimee Smith, RN, Christie Ton, MD, Patricia Weiss, Gail Wilson, RN. Congratulations to our graduates.

## **Certification:**

If you get certified send that information to your Nurse Manager, Director, Kathy Calabro and Rosendy Rodriguez-Nunez.

**Northwell Research and EBP Conference:** Calling for Abstracts (Podium & Poster Presentations). Submission deadline: January 20<sup>th</sup>, 2020. The conference is on May 13<sup>th</sup>, 2020. To submit: <https://redcap.northwell.edu/surveys/?s=A3NJHPL8FM>.

## **Educational Opportunities:**

Northwell Conferences: To register: [Northwell.edu/NursingEvents](https://www.northwell.edu/NursingEvents). Times and contact hours are listed on the registration site.

- Organ Donor Champion Program- 3 dates in 2020 at 2 different sites in LI, register in iLearn.

## **Organizational Development Department Classes:**

- **Being in Charge: A Professional Development Workshop.** January 8<sup>th</sup>, 8:30-4:30: register in iLearn.
- **EBP Workshop.** January 28<sup>th</sup>, 9a-1p: register in iLearn.
- **Passport to Preceptorship for RNs.** February 25<sup>th</sup>, 8:30-4:30p: register in iLearn.

**EBP Skills Series** provided by our Phelps Research Consultant Peggy Tallier, MPA, EdD, RN.

- **"How to Understand the Findings of a Research Article Using Statistical Knowledge and Application"**- one of the classes of the RN Residency program. To be held on January 10<sup>th</sup>, 1-4 pm in the C level Classroom. These classes are open to any RN.

## **LEARNING NEEDS ASSESSMENT**

The learning needs assessments have been assigned in HealthStream and are due by 12/31/2019. Results will help us plan for the 2020 educational activities.

**CAREER LADDER IMPLEMENTATION:** review the attached document for information on the Career Ladder.

**Pain Corner:** Currently in Pain Management the need to is to understand and accurately assess pain with validated tools. In reviewing the literature on pain education here are some questions: How nurses are being educated in school on pain assessment? Is it adequate? How many nurses coming out of school are aware of the various type of pain? In 2020, we will explore n these pain issues in nursing.

In brief there are physiological sources of pain. The chart below shows the three main types with examples.

Type of Pain	Location	Quality of Pain	Localization	Sources	Examples
Nociceptive–somatic	Skin, tissue, muscles, tendons, joints, bones	Burning, sharp, dull, aching, cramping	Well localized to diffuse and radiating	Traumatic events, strain, injury, ischemia, inflammation, dermatological	Surgery, burns, cuts, contusions, arthritis, tendonitis
Nociceptive-visceral	Visceral organs	Sharp stabbing or deep aching	Well or poorly localized	Ischemia, inflammation, organ distension, muscle spasm	Appendicitis, pancreatitis, gastric ulcer, bladder distension
Neuropathic	Peripheral	Sensitivity, burning, aching, shock, sensations, shooting, cramping, throbbing, numbness, tingling	Diffuse; can be difficult to determine	Peripheral nerve damage, lesions, demyelination, trauma, compressive, metabolic disorders, ischemia, circulatory impairment, CNS disease	Diabetic neuropathy, neuralgia, carpal tunnel syndrome, fibromyalgia, phantom limb pain, post-stroke, multiple sclerosis

(Alexander, 2013, American Pain Society, 2007)

Nociceptive pain is an ongoing activation of nociceptor neurons (free nerve endings capable of sensing pain). This is often constant with the degree of tissue injury. In the subcategories:

- Somatic pain originates from nociceptor activation in skin, subcutaneous tissue, bones, muscles, and blood vessels. This is typically well localized and frequently described as sharp, aching, or throbbing.
- Visceral pain originating from activation in the organs, linings of the organs, and body cavities: described as more diffuse, gnawing, or cramping type of pain.

Neuropathic Pain is a complex, chronic pain state that is often accompanies a chronic pain state that usually is accompanied by tissue injury. With neuropathic pain, the nerve fibers themselves might be damaged, dysfunctional, or injured. These damaged nerve fibers send incorrect signals to other pain centers. The impact of a nerve fiber injury includes a change in nerve function both at the site of

injury and areas around the injury, (ClevelandClinic.org) this can be from the peripheral nervous system or the Central nervous system.

Patients can also have mixed pain which is a combination of Nociceptive and Neuropathic pain. For these reasons a good pain assessment is crucial for correct treatment of the patient's pain treatment. A multimodal approach to this treatment is always preferred.

Thank you for all you do each day. Happy Holidays to you and your family.

## **Improve North Incident Reporting System:**

### **improveNorth Incident Reporting System Tips & Tricks**

- Always sign into the system as PHELPS (it defaults to NSUH – you must change each time!)

You must change this to PHELPS!

NSUH

Username:

Password:

LOGIN

Phelps Memorial Hospital

Username:

Password:

LOGIN

Submit Anonymously

In making this selection, I attest that I am permitted to see patients in this facility.

- What do I report in improveNorth?  
**PATIENT INCIDENTS go into improveNorth**  
VISITOR incidents → Security  
PROPERTY LOSS → Security  
EMPLOYEE incidents → report to HR through Northwell Portal
- What if I need help?  
We are always willing to help you!  
Just give one of us a call or send an email and we will help you at your convenience.

Thank you!  
Mary Kovoov  
Ext. 3785  
[mkovoov@northwell.edu](mailto:mkovoov@northwell.edu)

Eileen Egan  
Ext. 3335  
[eeegan@northwell.edu](mailto:eeegan@northwell.edu)

## **2020 Professional Development Workshops**

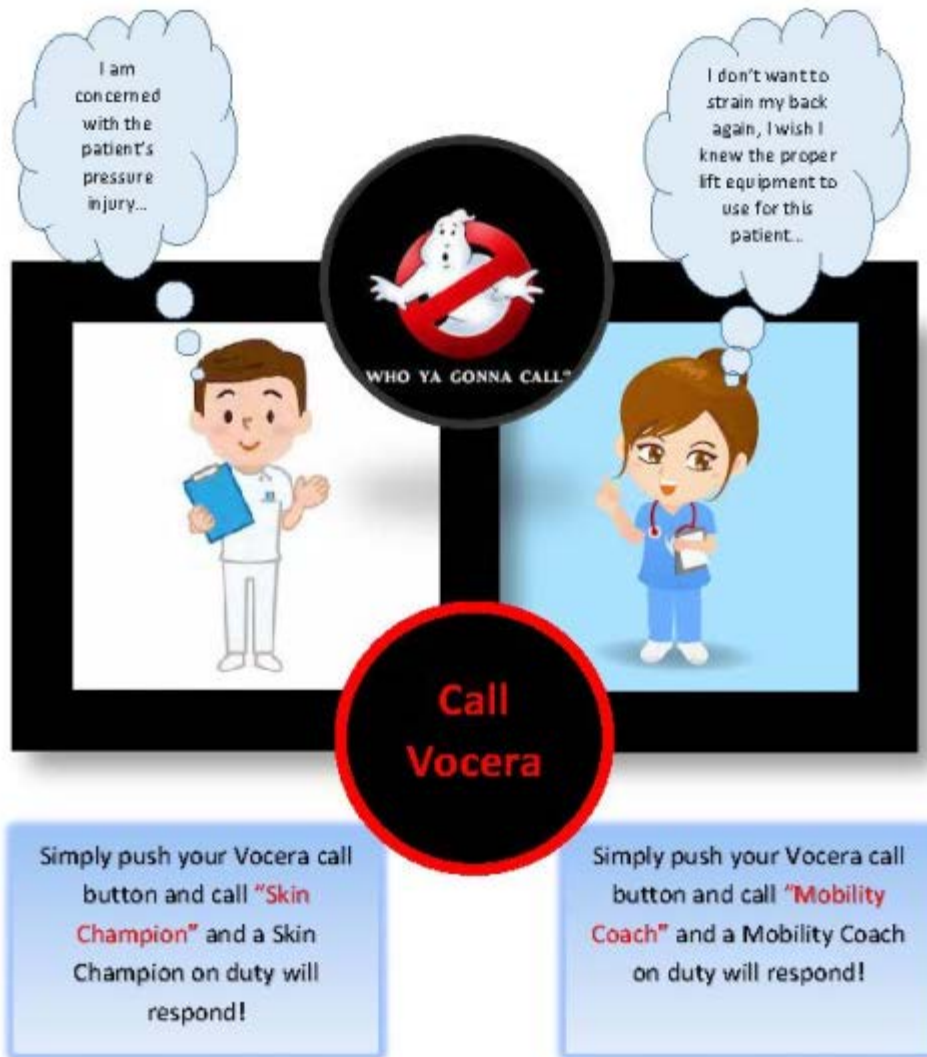
The **2020 Professional Development workshop schedules** are below and the individual program flyers are attached. Please note that registration for these programs is **required via iLearn** (see attached instructions).

If you are uncertain as to which workshops you have completed, check your **iLearn** and **HealthStream transcripts**. In addition, a report is sent to all Nursing Directors, Managers, Assistant Nurse Managers and Educators following each class.

<b>Being in Charge: A Professional Development Workshop</b>		
January 8	8:30 am – 4:30 pm	C-Level Classroom
April 8	8:30 am – 4:30 pm	C-Level Classroom
July 10	8:30 am – 4:30 pm	C-Level Classroom
October 6	8:30 am – 4:30 pm	C-Level Classroom
<b>Conflict &amp; Delegation Workshop</b>		
March 31	8:30 am – 4:30 pm	C-Level Classroom
June 25	8:30 am – 4:30 pm	C-Level Classroom
September 1	8:30 am – 4:30 pm	C-Level Classroom
December 9	8:30 am – 4:30 pm	C-Level Classroom
<b>Evidence Based Nursing Practice Workshop</b>		
January 28	9:00 am – 1:00 pm	C-Level Classroom
March 12	12:00 pm – 4:00 pm	Boardroom
*May 22	8:00 am – 12:00 pm	Boardroom
July 30	12:00 pm – 4:00 pm	Boardroom
September 18	9:00 am – 1:00 pm	Boardroom
*November 13	8:00 am – 12:00 pm	Boardroom
<b>Passport to Preceptorship for RNs Workshop</b>		
February 25	8:30 am – 4:30 pm	C-Level Classroom
May 1	8:30 am – 4:30 pm	C-Level Classroom
August 13	8:30 am – 4:30 pm	C-Level Classroom
November 4	8:30 am – 4:30 pm	C-Level Classroom

### **How to Access Your BLS eCard**

If you completed **BLS** through **Phelps' Organizational Development department**, you were issued an **AHA BLS eCard**. Following training, participants receive an email from [ecards@heart.org](mailto:ecards@heart.org) with a link to setup a profile with the AHA and to claim the eCard. Once claimed, you have access to pull up the eCard for the 2-year period it is valid. To do so, go to [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards) and enter your first and last name and email address provided during training. If you didn't claim the eCard, check your email for the initial email from [ecards@heart.org](mailto:ecards@heart.org) and follow the instructions for claiming your card.



December 2019

## Magnet Moments

Thanks to all nurses who either attended, or facilitated the nurses' attendance at our shared governance council meetings. These meetings always prove to be informative, productive and inspiring! The minutes of the meetings will be posted on the Phelps nursing website, but in the meantime, here are a few highlights:

### **Recruitment Retention and Recognitions Council**

Unit communication boards: Please make sure that your units/areas have a board to highlight shared governance activities with a section for nurses, other members of the interprofessional team and patients/families to recognize nurses "in the moment".

We have planned times in early January 2020 to share information regarding DAISY. In the meantime, Rosendy created an email address for you to begin sending nominations for your colleagues to be considered for the DAISY award. The email address is #letsGoDAISY. Check it out!

### **New Knowledge and Innovation Council**

Cherry Fuentes, RN and Candice Huggins, RN shared their EBP project on medication education. Ann Marie Treanor, RN presented highlights from the ANA conference she attended this year. Jade Santiago, RN updated us on the work of our current nurse residents and implementation of Northwell's EBP algorithm. Reminder that there is a call for abstract submission (by 1/20/20) for Northwell's Research and EBP conference (save the date for May 13, 2020).

### **Professional Practice and Development Council**

In November, our clinical nurse members identified examples to use as strengths when entering "peer feedback". They also provided suggestions for "professional development" goals. These suggestions are available as a resource for you to refer to, when completing peer feedback. We heard that emails have not been received, so please check your performance manager for peers assigned by your manager. Remember, to make performance appraisals more meaningful this year, we need your entries no later than December 31<sup>st</sup>, 2019. Dorit Lubeck-Walsh, RN, NP, attended and gave an update on the newly formed Advanced Practice Registered Nurse (APRN) council which will be held monthly in 2020. Dorit accepted the request of Tobe Banc, MD and Mary McDermott, RN to be the "lead NP" and Chair of the APRN council. The APRN council also reviewed peer feedback (they will not be anonymous) and the use of the educational needs assessment to generate programs for 2020. She received much support and suggestions from the professional practice and development council members. Please complete the educational needs assessment that was forwarded to you; this year's results will similarly be shared here at the Professional practice council.

### **Quality and Safety Council**

Kathy Calabro presented the most recent 8 quarters (4Q17-3Q19) of data for patient satisfaction and nurse-sensitive indicators for every unit measured. Congratulations to all of you for outperforming the "national benchmark" a majority of the time (5 or more quarters out of 8) for a majority of the units at Phelps (both inpatient and ambulatory). Congratulations for all your hard work and please let's keep it going.

### **CNO Advisory Council**

As for all the other council meetings, one of the topics was setting goals for 2020. We discussed how to make the CNO advisory council even better. Everyone agreed that this is a wonderful venue to connect with Mary so that she can advocate for clinical nurses. A suggestion was for clinical nurses to provide suggestions for the agenda ahead of time. Judy and Kathy offered to have a box in the Magnet office for clinical nurses to place suggestions for the agenda. The meeting ended with a discussion regarding the challenges clinical nurses face, recognition of the hard work that is done every day and opportunities to foster a healthy work environment on every unit. The OR fellowship and nurse residency programs were highlighted as wonderful ways to provide new nurses with the coaching and mentorship needed for an environment conducive to learning.

We had a fantastic 2019 and look forward to an even better 2020! You are all very special and we want you to know how much you are appreciated.

Best wishes to all of you the best holiday ever!

Mary, Kathy and Judy