

# Focus On Nursing



NOVEMBER/DECEMBER 2010

*a message from*

Mary Ann Wilcox,  
Chief Nursing Officer



## Introducing Your New WakeMed Staff Nurse Council Chair

Can you believe that 2010 has almost come to an end? It is already time to pull out our winter sweaters and start preparing for the holiday season. But with the end of this year, we will also say good-bye to our current WakeMed Staff Nurse Council (SNC) chair and welcome our new chair into office. On behalf of all WakeMed nurses, I would like to thank Tracey Fillingame, RN, (CVICU), for her dedication and service. It has been a fabulous year, and we have gained much from her leadership. Meanwhile, I am very pleased to introduce to you WakeMed's new SNC chair, Jennifer Myers, RN, (Women's Pavilion & Birthplace - Raleigh). Jennifer was elected by fellow SNC representatives and alternates this October, and she will take office in January 2011.

As we prepare to welcome Jennifer into her new role, I am confident that our journey on WakeMed's Road to Excellence, including our quest for Magnet designation, will successfully continue. Jennifer has been an active participant on WakeMed nursing committees since 2006 and is currently the chair of Labor & Delivery's Unit Council.

Of her desire to become our newest SNC chair, Jennifer wrote: "There are many reasons I am interested in candidacy. The most important reason is my strong belief in what our nurse council stands for. I believe the voices of our nurses are essential in improving our hospital system. Nurses are the first line caregivers and have the strongest relationships with our customers. We care for patients and their families daily. We are also closely tied to our physicians. Our voices should be heard and accounted for.

I see our Staff Nurse Council as a positive venue for these voices to be heard. I feel that strong leaders are essential in continuing this committee and promoting positive changes throughout our system. I think every nurse in our hospital system should experience the collaboration that goes on when strong, team leaders work together to uplift our hospital system. I have worked for several years on the unit level to help establish committees and inspire change. I would be honored to bring my hard work and determination to the Staff Nurse Council in a leadership role."

Thank you, Jennifer, for your motivation, determination and thoughtful representation of nursing at WakeMed. We look forward to welcoming you into your new role and the many exciting things that lie ahead for nursing at WakeMed.

Sincerely,

MARY ANN WILCOX, MS, RNC, CNA, BC  
Chief Nursing Officer

## STAFF NURSE COUNCIL



**SECOND ANNUAL  
Poster Presentations  
DECEMBER 16  
Special Guest Speaker!**

The second annual Staff Nurse Council poster session will be held on Thursday, December 16, 7:30 am, at Cary Hospital. This event is an opportunity for all WakeMed nurses and nursing departments to showcase innovations in nursing care or quality improvement projects. Additionally, Kristen Swanson, RN, PhD, FAAN, dean of The University of North Carolina at Chapel Hill's School of Nursing and author of the Theory of Caring, will be a special guest speaker. For more details, contact **Jill Whade**, RN, (Nursing Administration) at [jwhade@wakemed.org](mailto:jwhade@wakemed.org).

## [ 2010 National Magnet Conference ]

### A Culture of Caring

This October, several nursing leaders and staff nurses attended the 2010 National Magnet Conference of the American Nurses Credentialing Center (ANCC) in Phoenix, Ariz. Each nurse's trip was made possible through generous grants from The Volunteers of WakeMed Raleigh Campus and Cary Hospital and the WakeMed Foundation's Skills Scholarship grant. With the theme *A Culture of Caring*, the conference allowed over 6,000 participants, 1,900 of which were bedside nurses, to gather together for the purpose of identifying outcomes that support and sustain a Magnet culture:

- > exploring the nurse's role in global health care
- > describing nurse-driven innovations that impact patient care
- > examining prevention in the context of patient care and self care.

"It was awesome to be in one place with 6,000 other nurses, all there to learn more about the caring culture and all working toward the same goal," said conference attendee **Laurie Redford**, RN, (Emergency Department - Cary Hospital). "The setting reignited an enthusiasm for nursing and a realization that we are part of one family, facing the same challenges. One thing I realized at the conference was that WakeMed nurses are already doing great things, however we need to be more diligent about documenting our journey so we can also present our innovations at conferences in the future."



#### At the National Magnet Conference:

Top photo: **Brigit Piercey**, RN, (5C Medicine); **Betty Woodard**, RN, PhD, (Nursing Research & Evidence-Based Practice) and **Laurie Redford**, RN, (Emergency Department - Cary Hospital). Bottom photo: **Tracey Fillingame**, RN, (CVICU); **Piercey**; and **Jennifer Myers**, RN, (Women's Pavilion & Birthplace - Raleigh).

For more information on how to document your nursing innovations, contact **Betty Woodard**, RN, PhD, director, Nursing Research & Evidence-Based Practice, at [bwoodard@wakemed.org](mailto:bwoodard@wakemed.org).

## Nursing Grand Rounds

*A Forum for Learning and Innovation*



All nurses and nursing units are invited to present new programs and innovations to their nursing colleagues through Nursing Grand Rounds. Shown above are **Kelli McLamb**, RN, and **Kathy Wray**, RN, (both of 3A CVIC) presenting at the November 9 Nursing Grand Rounds on the "Let's Get Vertical" patient mobility program.

If you are interested in preparing a Grand Rounds presentation, please contact Jill Whade, RN, at [jwade@wakemed.org](mailto:jwade@wakemed.org).

#### Upcoming Nursing Grand Rounds

Sessions run from 11 am to noon in the Andrews Center, and are teleconferenced to Cary Hospital.

Friday, December 17  
**Implementing Family-Centered Care**

Friday, January 28  
**Stroke**

Friday, February 25  
**Nursing Documentation**

Friday, March 25  
**Supporting Children of Hospitalized Adults**

## NEW COUNCIL

### For WakeMed Advance Practice Nurses

With more advance practice nurses (APNs) continuing to enter the WakeMed system, nursing leaders created an APN Council that will meet quarterly to give WakeMed APNs a unified voice. APNs include clinical nurse specialists, nurse practitioners, nurse anesthetists and midwives.

Led by **Jeanne Hutson**, NP-C, BC-ADM, (Children's Diabetes & Endocrinology) and **Tina Dennis**, RN, MSN, CCRN, CNRN, APRN, neuroscience clinical nurse specialist, this council will be a forum for our APNs to discuss issues that affect their practice. It will also give staff nurses and other care providers another way to connect with our system's APNs and benefit from their expertise. Additionally, the APN Council will collaborate with the WakeMed Staff Nurse Council to address nursing practice issues. Hutson and Dennis also see an opportunity for the council to help advance nursing research at WakeMed in the future.

For more information about the new APN Council, please e-mail Hutson at [jhutson@wakemed.org](mailto:jhutson@wakemed.org) or Dennis at [cdennis@wakemed.org](mailto:cdennis@wakemed.org).

## 2010 National Emergency Nursing Conference



Emergency Services nurses at the conference (l to r): **Lockett, Griffin, Conerly, Curtin, Fowle and Aston.**

This September, six nurses from the Emergency Services team represented WakeMed at the 2010 Emergency Nurses Association (ENA) Annual Conference in San Antonio, the premiere national meeting for this specialty. They presented five different posters reflecting nursing innovations, research studies and quality improvement projects.



WakeMed Emergency Services nurses presented on a variety of topics. They are pictured here (l to r) with their presentations:

**Latoya Lockett**, RN, Adult Emergency Department  
*Patient Simulation - An Innovative Way for Trauma Nurse Training*

**BettiLou Conerly**, RN, and **Elizabeth Fowle**, RN, both of the Adult Emergency Department  
*Implementing a Nurse-Driven Protocol in the Emergency Department*

**Patti Curtin**, RN, Children's Emergency Department  
*Nurse-Driven Induced Hypothermia in the Pediatric Emergency Department*

**Elizabeth Griffin**, RN, Children's Emergency Department  
*The iPod Intervention for the Pediatric Patient in Pain*

**Erin Aston**, RN, Children's Emergency Department  
*Good Catch Project to Enhance Patient Safety*

Thank you to all our Emergency Services nurses for your hard work putting together these presentations. Way to go!

## CNO Nursing Forums

### Keeping Current on Nursing at WakeMed



In the STICU, **Kellie Babson**, RN, (center) keeps **Cindy Crist**, RN, and **Landon Loflin**, RN, well informed of unit activities. After recently attending a CNO Nursing Forum, Babson said, "I feel valued when Nursing Administration takes time to listen to frontline nursing staff. I know my manager and supervisor hear my concerns, but it is also crucial for the CNO to know about my unit. By hearing and acting on our concerns and comments, leadership can help us take better care of our patients."

**Mary Ann Wilcox**, MS, RNC, CNA, BC, chief nursing officer (CNO), meets with staff nurses several times a month to share information about the current state of nursing at WakeMed, and to answer nurses' questions and hear their concerns. These system-wide forums are occasions for WakeMed nurses to stay informed about the steps nursing leaders are taking to ensure a healthy, fulfilling work environment for all nurses. The opportunity to meet with Mary Ann Wilcox demonstrates hospital administration's respect for the contributions of our nurses. More CNO Forums will continue in 2011, and details will be communicated soon.

WakeMed nurses know that it is their professional responsibility to communicate openly with nursing leadership about opportunities for improvement on our units, innovations that impact patient care and issues that affect our work environment. It is expected that nurses who attend the CNO Forums come prepared to share unit-related issues, bring questions and share results of the meetings with their unit colleagues.

"Thank you for letting us have the opportunity to meet and discuss our nursing issues and concerns," commented **Sherry Lee**, RN, (CVSICU) after a recent CNO Open Forum. "It is much appreciated!"

### SHARED GOVERNANCE

## 6A Unit Council Makes Great Impact

Nursing unit councils are an important part of Shared Governance at WakeMed. Co-chaired by the unit manager and a staff nurse, each unit council must aim to bring staff nurses together for open discussion related to patient satisfaction, work/life balance, research relevant to patient care, quality initiatives and education, among others. One WakeMed unit council in particular, the 6A CVIC Unit Council, is a shining example of an active council that is providing great benefits for both patients and staff nurses.

"Our council has 13 members with representatives from every shift. We meet once per month to discuss how to enhance processes and patient

satisfaction," said 6A CVIC Unit Council co-chair **Meagan Henning**, RN. "Our council gives all 6A nurses a voice, so they can talk about any issues or concerns they may have. It also helps us enhance patient care on our unit."

Henning and **Dianna Knight**, RN, MSN, unit manager and other council co-chair, encourage open and honest communication among all council members. "No topic is off limits, and you can share whatever is on your mind," said Knight.

"We want to talk openly with our nurses about things that are impacting the work environment and patient care."

Under Knight and Henning's leadership, the 6A Unit Council has implemented several initiatives that have helped enhance their unit's patient satisfaction scores as well as the unit's work environment. For example, hourly rounding for every patient, the often-used suggestion boxes placed at each unit workstation, daily staff huddles that help keep staff informed about safety concerns and workloads, and enhanced communication and collaboration with other units that work directly with 6A.

"A successful unit council must be a collaborative effort among the staff nurse co-chair, manager and unit nurses," added Knight. "Managers can help provide vital resources and connections, while a motivated staff nurse co-chair like Meagan can encourage staff nurses to get invested."

Every nursing unit at WakeMed should be working hard to maintain a successful, effective unit council. Unit councils present the best opportunity for all staff nurses to have a voice within our organization. For more information, contact incoming Staff Nurse Council chair Jennifer Myers, RN, at [jmyers@wakemed.org](mailto:jmyers@wakemed.org) or Jill Whade, RN, (Nursing Administration) at [jwhade@wakemed.org](mailto:jwhade@wakemed.org).



6A Unit Council co-chairs **Dianna Knight**, RN (left), and **Meagan Henning**, RN

## NURSING PROFESSIONAL DEVELOPMENT BOOK SERIES

Led by Nursing Education, this series offers small group discussions of books that are popular among nursing book clubs and national nursing organizations. Discuss national trends in nursing care while networking with peers. Register via Learning Link. Please obtain a copy of the book and read it completely prior to the class. Books can be checked out from Nursing Education.

### Inspired Nurse

BY RICH BLUNI

Course code: NE014-11004

Raleigh Campus - Conference Dining

**Wednesday, December 1**

7:30 to 8:30 am

**Monday, December 13**

8:30 to 9:30 am

3.0 contact hours

