

TRINITY TODAY

A newsletter for associates and volunteers of Trinity Regional Health System



Recreation therapist Stacia Carroll wears a peach-colored shirt on the job.

ACES in Action Spotlight: Consistency

Trinity's Standards of Behavior define "consistency" as following established organizational processes, staying focused and engaged, and complying with all regulatory expectations. By doing so, Trinity team members provide the "best outcome, every patient, every time."

On the Rehab unit at Trinity Rock Island, nursing and therapy staff have developed a system that provides consistency for their patients, many of whom can be in the hospital for many weeks. Throughout the course of their stay, patients follow an established routine that includes medical monitoring as well as physical, occupational, recreation and speech therapy. Patients know what to expect because they are given a schedule of events each day, and therapy staff are consistently defined by

their shirts – a different color represents each different discipline.

If any one of those parts becomes out of sync, it disrupts the patient's whole routine. By remaining consistent within their system of care though, team members positively reinforce with their patients that they can be counted on to provide the same level of service each time.



ACES in Action is a monthly column highlighting associates and/or departments that demonstrate our ACES Standards of Behavior. Know of another example of ACES in Action? Email ACES Navigator Pam Knox at KnoxPL@ihs.org.

2011 Nursing Excellence Award winners honored

Congratulations to the 57 nominees for the 2011 Nursing Excellence Award recognized at the Nursing Excellence Tea on Monday, May 9, during Nurses' Week.

Each year the tea recognizes nurses who are nominated for their high level of professionalism by their Trinity nursing team peers. Of those 57 nominees, four were chosen as this year's winners. They include (left to right with Chief Nurse Executive Michael Patterson, center): **Trent Mull** (Emergency Preparedness/EMS/Rock Island ED), Moline's **Pre/Phase 2 Unit** (represented by lead Karen Kean), **Larry Curtiss** (Case Management) and **Leslie Cox** (Diabetes Education). Please take a moment to congratulate these fine nurses on their achievement.





GI Lab staff celebrated with Dr. John Peterson on his last day performing endoscopies with Trinity before he retired May 25. Staff decorated his usual procedure room and the doctor's dictation station, in addition to surprising him with a cake and presents. Back row (L to R): Beth Scott, RN, Dr. John Peterson, Lead Bobbi Park, RN, Teri Chilberg LPN, Front row (L to R): Lindsay Schumacher, RN, and Lead Sara Neyens BSN, RN.

Welcome new docs

A warm welcome to **Drs. Louis Katz** (Infectious Disease), **Sanjay Pancholi** (Internal Medicine), **Norman Williams** (Gastroenterology) and **William Zinn** (Radiology), who have all recently joined Trinity's medical staff.



Foundation *Fast Fact*

In 2010 the Trinity Health Foundation awarded 13 scholarships totaling \$22,000 between the CVM, Moburg and Vermeer scholarships to Trinity associates' high school students. Submit applications for 2011 scholarships to the Foundation office, 2121 1st St. A, Moline, by noon on Monday, June 6.



Trinity certified by The Joint Commission as Primary Stroke Center

After undergoing an on-site evaluation and demonstrating compliance with nationally developed standards for stroke care, Trinity Rock Island and Moline have earned The Joint Commission's Gold Seal of Approval™ for certification as a Primary Stroke Center.

"In stroke care time is brain," says Jean E. Range, executive director, Disease-Specific Care Certification, The Joint Commission. "By achieving certification as a Primary Stroke Center, Trinity has proven that it has the ability to provide effective, timely care to stroke victims and can significantly improve outcomes for stroke patients."



Each year about 795,000 people experience a new or recurrent stroke, the nation's third leading cause of death and a main cause of serious, long-term disability.

"Earning this certification is recognition of our commitment to providing ideal stroke care to our patients and the community," said Jodi Dykema, Trinity's Director of Rehabilitation Services. "By working together with our fellow Trinity team members, we've found ways to consistently save those precious seconds when a stroke strikes. Ultimately that means a better quality of life for our patients."

The Joint Commission's Primary Stroke Center Certification is based on the recommendations for primary stroke centers published by the Brain Attack Coalition and the American Stroke Association's statements and guidelines for stroke care. The Joint Commission launched the program in 2003. Trinity also has earned disease-specific certifications for its total joint replacement program at our Rock Island and Bettendorf campuses.

For more information about the certification, visit www.jointcommission.org.

Trinity seeks Caring Canines

The loving wag of the tail, a tender nuzzle or lick on the hand ... all are symbols of love and acceptance from a pet. This is particularly important when one is ill in the hospital and away from loved ones.

Trinity knows the important role pets can play in a person's recovery. That's why associates' own pets are being encouraged to participate in the new Caring Canines program. The program was developed to provide therapeutic interaction between certified domestic animals and patients in order to facilitate recovery, offer socialization, decrease loneliness and assist with adjustment to hospitalization.

"Pets offer so much to our patients," said recreation therapist Kate Parr. "It's amazing how one of our therapy animals can perk up a patient who might be having a rough day in the hospital. They truly provide a good dose of loving medicine."

Studies have shown that animal-assisted therapy is a viable strategy for improving cognitive, physical, social and emotional functioning in adults. Trinity has had a pet therapy program since 2001, but the program is now expanding to units beyond Rehabilitation as of June 1.

Dogs that participate in Trinity's Caring Canines program need to be at least one-year-old and domesticated, housebroken and free of parasites. They also must be observed and certified by Therapy Dogs, Inc., have passed a pet obedience course, be up-to-date with all of their vaccinations, and be clean and well-groomed.

For more information on Caring Canines, contact Trinity Volunteer Services at (309) 779-2211.

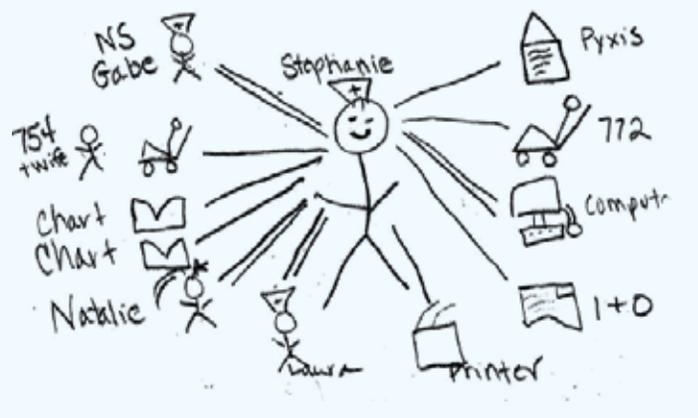


Adaptive Design Corner: Why we observe

As the foundation of Adaptive Design, observation is intended to honor the work being done. It isn't meant to be punitive, but rather it lets us see the whole picture and build understanding.

The following is a snapshot of a nurse doing her work for 30 minutes on a unit in order to view the current state of her activities:

Individual Observation of a Nurse on 7N



Trinity uses these observations to track what percentage of time is spent at the bedside. The current state tells us that nurses spend 50 percent of their time on direct care, 30 percent on hunting and waiting and 20 percent on administrative tasks. Nurse managers who've been trained on AD submit six hours of these observations per quarter.

Observation also helps us identify barriers to providing ideal, or very good, care so we can work together to develop effective solutions. When we are working on a "signal" (triggering event), we use the A3 process to observe the work process around the signal in order to understand the work, determine the root cause and decide on an appropriate countermeasure to put into place.

Comments? Call: PI/AD Coaches Kim Chant, 779-3153; Lauren Monks, 779-2980; or Eric Willis, 779-2996.

Associates can also attend AD sessions at 8:15 a.m. every Friday to hear what others are doing. Check the Intranet for a complete schedule.



Hats off to Friends

Friends of Trinity members and guests enjoyed a festive brunch and shopping experience at the “Blossoms and Brunch” event on May 7, presented by **Bettendorf Obstetrics and Gynecology**. The \$4,750 raised will support Trinity’s **Caring Closet**, a community outreach project that provides items to wear home from the ER or for other patients whose clothing may have been soiled, damaged or retained as evidence. Restocking the closet has been an ongoing commitment of Friends of Trinity since 2007. Thank you to all of our sponsors for their support: Terrace Sponsor: Trinity College of Nursing and Health Sciences Student Government Association; Courtyard Sponsors: Cardiovascular Medicine, P.C., Merrill Lynch, Great River Medical Group, and HomeRidge Inn and Suites.

Larger Bettendorf BirthPlace debuts

Trinity Bettendorf BirthPlace’s expansion is now open. The project began in November 2010, transforming the unit from a Labor, Delivery, Recovery, Post-Partum model (LDRP) to a Labor/Delivery and Mother/Baby model, which is similar to Moline BirthPlace.

Originally, mothers stayed in the same room in which they delivered at Trinity Bettendorf. However, all seven rooms have been simultaneously filled more and more frequently with no room for incoming patients in labor.

Now mothers will move to a different room after they give birth for the remainder of their stay, freeing up the seven rooms for more deliveries. The rooms where the new moms move are part of a secure area that will be more private and quiet for patients and their visitors, as well as include a much larger nursery and isolation area.

Each year since Trinity Bettendorf opened, the unit has seen exponential growth in the number of moms and new babies it took care of. Trinity delivered 101 babies in 2004, the first

year the hospital was operational, and since then has seen those numbers rise to more than 400 deliveries each year for the past 3 years. The increasing volume has occasionally led to a full unit bursting at the seams, so the new expansion will help alleviate that.

