

# Nursing update



## Teamwork helps raise scores

During the last quarter of the 2017 calendar year, patient experience scores at Via Christi Hospital St. Joseph increased significantly over the prior quarter.

“They went from 68 percent to 76 percent with a same-size group of participants,” says Carla Yost, system chief nursing officer. “That takes a whole team of people working together.”

And that is exactly what they’ve had, she says, pointing to daily multi-disciplinary huddles that in addition to nurses and other clinicians include HR recruiters and team members from Patient Access, Environmental Services, Facility Maintenance, and Nutrition Services.

From those huddles a weekly action plan is developed and submitted to Julianna Rieschick, the hospital’s chief nursing officer, detailing the specific improvements to be made and by whom.

Says DeShaun Willingham, RN, nurse manager for 7 Medical and the critical care units, “When we moved units, we encountered issues we couldn’t address on our own. But as a larger team, we’ve been able to address them and do so quickly.”

Russell Clark, RN, nurse manager for Labor and Delivery, agrees that having everyone in the daily discussion helps.

Congratulations to everyone for the great work and for providing a wonderful example of how daily huddles, focused action plans and teamwork can make a meaningful difference.

## Your contributions matter

A community overwhelmed by flu and other respiratory illnesses has made recent shifts especially challenging — even more so given that so many of our teammates and their families also have been sick.

It’s what makes reports like this recent one from house supervisor Sharon Hurley, RN, so heartening. “Staff was remarkable tonight,” she wrote. “They certainly pulled together as a team and continued to smile with each new admission.”

So it comes as no surprise to learn that for a 16th year in a row, Gallop poll results show that nurses are the most trusted profession in the nation.

“I like to think that’s especially true at Via Christi,” says Carla Yost. “Thanks for all you do.”