

Nursing update



Creating the safest possible environment – for everyone

By March 3, approximately 1,800 nurses serving at the bedside at Via Christi's acute-care hospitals in Wichita will have received Management of Aggressive Behavior (MOAB) training – a course designed to ensure the safest possible environment for those receiving care and those providing it.

“Our goal is to quickly get everyone on the same page so that together we can effectively address the challenges of protecting everyone’s safety in today’s environment,” says Carla Yost, system chief nursing officer. “Our desire is to have a restraint-free environment and we will continue to solicit feedback from our nursing team members to see what resources they need to help make this happen.”

The course provides in-depth training in how to reduce and manage violent and aggressive behavior. When de-escalation efforts are ineffective, the course provides bedside nurses with training in less restrictive restraint alternatives to ensure patient and associate safety.

“It’s a very unique course because it integrates patient and associate safety,” says Janell Ragatz, RN, who serves in Pediatrics at Via Christi Hospital St. Francis. While initially skeptical, she says it was time well spent. “I definitely feel I will be more effective having taken this training.”

Care that takes an entire page to describe

The wife of a patient who recently underwent back surgery at Via Christi Hospital in Pittsburg letter sent an extremely long letter to Administration detailing their nearly two-week stay.

It started with “a very warm greeting in the Admissions area,” followed by being met by “an experienced team of nurses” who were “kind and very efficient” prepped her husband for surgery. The anesthesiologist was “friendly” and “answered all of our questions and reassured us.” The chaplain then came by “at just the right time to encourage us.” Although nervous, nurse Tracy Evans “was a godsend” who “calmed my fears and gave us updates faithfully.”

The nurses in the ICU “made a terrific team and responded quickly and competently to my husband’s medical needs.” Although nervous about being transferred to the floor, they were again met by “a full staff of kind and attentive nurses and aides.” The physical and occupational therapists came every day and “encouraged him to do what he was capable of doing.” Environmental services “did a fine job of keeping his room clean,” helping allay her fears of infection. Additionally, nutrition services “customized the times for meals and the content” and “every meal was tasty.”

Now that’s teamwork in action; you make us all proud!