

## Nursing update



### **In St. Francis' CTICU, 'everyone gets special care'**

Tess Levin, RN, describes her father, Royce, as a highly active 87-year-old Kansas farmer who, along with Tess' mother, still does his own wheat harvest and other farm activities.

In fact, the last time he was in the hospital was in 1949 to have his appendix removed. But some recent swelling of his feet led him to Via Christi Hospital St. Francis, where he was admitted to the CTICU twice in two weeks following a heart cath and mitral clip procedure.

"Every nurse who came into his room was so very kind---lying flat was tough for him and they did everything they could to make him comfortable," says Tess, herself a nurse for the past 42 years. "He and mom were so impressed that they remembered their names and knew about them. He had the same nurse for both visits, which meant a great deal to him."

It meant a lot to Tess as well, who says that during those stays she had many hours to observe staff interactions with other patients and families at a time when the unit was extremely full. "I witnessed countless examples of kindness, compassion, empathy, and respect for patients—many of whom are very ill—and their families. Long into the night and early in the morning when 'leadership' is not there, the nurses kept right on demonstrating our mission in every situation."

Her dad recently had a third stay in the CTICU following a TAVR procedure – this time feeling less apprehensive "knowing what great nurses would be there to care for him." Tess, nursing director for Surgery at St. Francis, says she "wasn't expecting anything for my father other than the care that everyone else was receiving, but there everyone gets special care."

### **8SW: Leadership, teamwork and engagement making a difference**

Between February and March, patient satisfaction scores for 8SW at St. Francis have gone from 70.9 to 79.2 – an impressive jump, says Carla Yost, system chief nursing officer.

"Such an improvement requires leadership, teamwork and staff engagement," she says, all of which she says she observed during her recent rounding on the unit.

Victoria Parris, the unit's nurse manager, attributes the improvement to focusing on teamwork and active listening with patients to determine what is important to them in their care.

"I've also been trying to round more frequently with patients and listen for patient concerns that may arise in our daily huddles and address them with the patient and the family before they leave the hospital," says Parris. "As staff continues to engage in this effort, we continue to see improved results."