

# Nursing update



## Round-the-clock service and support

To help ensure that bedside nurses have the resources they need to care for patients, the Wichita service center — Extension 166 — is now open 24 hours a day, seven days a week.

“We’ve not only gone back to round-the-clock staffing but have also extended that to include weekends, too,” says Leslie Deerinwater, manager of the service center, which handles calls for dietary room service, couriers and medical equipment needs.

Requests for Wichita’s Environmental Services, which also offers 24/7 support, should be directed to 777-8613 at Via Christi Hospital St. Francis; 777-7161 at Via Christi Hospital St. Joseph; and 777-7824 for Via Christi Hospital St. Teresa. To email Touchpoint leadership about non-emergency needs regarding EVS and dietary, use the first initial followed by the last name and @iamtouchpoint.com, i.e. [jsones@iamtouchpoint.com](mailto:jsones@iamtouchpoint.com).

Calls for maintenance support in Wichita, which also has a service center open 24/7, should be directed to Extension 167. To email Medxccl leadership about non-emergency needs regarding maintenance, use the first name, followed by a period and then medxcclfm.com, i.e. [katie.stotler@medxcclfm.com](mailto:katie.stotler@medxcclfm.com).

## A comforting presence and lingering memory

On March 5, wrote the authors of a recent Facebook message, “Our mother was brought to Via Christi Hospital in Manhattan in the early morning hours. She passed away later that morning.

“We, her daughters, would like the hospital administrator to know how much we value the care and concern that was shown to us—all the way from the heroic efforts the staff made to save our mother to the caring and patience that was shown our family. Two of us flew in from Georgia. We came as quickly as we could, but not quickly enough. The nurses in the ICU had cleaned our mother’s body and held her in the room until we got there. By then, it was early afternoon. After having Mom there all day, at no time did the staff rush us. We had time to say goodbye. The nurses even put warm blankets on her body to allow us more time. Everyone we came in contact with treated us with dignity and respect. We thank the doctors, nurses, chaplain and all the behind the scenes staff who contributed to our mother’s care,” they wrote.

And so do we! This is what our Mission as Via Christi and as nurses is truly about!

## RN recruitment process improvement

As we continue to recruit registered nurses, we also continue to make improvements to the process along the way. If you’ve heard how unwieldy the online application process can be, please note that it has been revised so that it only takes three to four minutes to complete!