

# Nursing update



## How do you define team?

At this month's Coffee with the CNO, there were some wonderful stories shared, such as this one by Diane Nance, RN, who serves on 4SE alongside CNA Isaac Blick.

"Isaac has been with us less than a year, but has already blended into the team," says Diane of Isaac, who by everyone's account is a shining star on his unit. In addition to showing a genuine interest in what's going on in the lives of his colleagues and patients, he's "100 percent about teamwork and going above and beyond." In their unit, says Diane, "Every light is *his* light."

Kristin Titus, RN, who serves on 7W at Via Christi Hospital St. Joseph, also had a story to share about an inspiring colleague: Jenni Eck, who serves in Wound Care at Via Christi Hospital St. Francis. Though on separate campuses, the two connected through the compassionate and thoughtful care Jenni and her colleagues have provided Kristin's husband, Clint, before, during and after three surgeries related to his ulcerative colitis.

Says Kristin: "Jenni is always a friendly face." That's because Jenni, who is nearly always the one who preps Clint for surgery and the one to see him afterwards, whether in the hospital or in the Wound Clinic, "has taken the time to get to know us, what works and what doesn't for Clint, and involves him in the decision-making even as she's marking him for surgery."

Although she knows that Jenni is backed up by some great colleagues, she and her husband appreciate the consistency of being cared for by someone "who is like family." In other words, they know that she's on their team.

## Way to go, Pittsburg

A patient who recently was treated in the Heart Cath Lab at Via Christi Hospital in Pittsburg and then stayed overnight in the hospital's Medical Intensive Care Unit, had this to say about his care experience: "Everyone was extremely attentive, professional and kind, including the food service workers."

The patient goes on to write that despite a complication, "Kathi Bennett, RN, was obviously very skilled with how she immediately handled the situation." She was assisted by the team in the Heart Catheterization Lab, who helped her get everything under control. "They were all excellent and the teamwork was awesome." The patient also commented on how "everyone introduced themselves to me and told me why they were there."

Another example of how patients define team: Everyone who they encounter from the moment they are scheduled until they leave our facilities. It's that first, second and third impression that helps create a lasting one!