

## Nursing update



### Physician praise for service-oriented nurses

As a hospitalist, Chady Sarraf, MD, regularly has the opportunity to work closely with nursing associates throughout Via Christi Hospital St. Francis. During recent rounding, he took the time to specifically comment on the service-orientation of two Via Christi nurses: Randi Ecton, RN, who serves on 4SE, and Lynn Hutchinson, RN, who serves in the MICU.

“Dr. Sarraf said it’s the simple things they do that make the difference,” says Carla Yost, system chief nursing officer. Asked to elaborate further, Dr. Sarraf says Randi takes the initiative to address any patient-related problems. “Her clinical judgment is exceptional and what makes her even more special is that she is proactive,” he says, volunteering on many occasions to help him with the discharge process.

Lynn, who he describes as high energy, “never looks bored or uninterested, is very meticulous in his care and is always smiling and ready to help,” says Dr. Sarraf. “His years of experience allow him to serve as a safety net in the ICU.”

According to Dr. Sarraf, “they’re also really great at managing up the providers with patients and families, helping to create a team environment of trust and respect that puts everyone at ease.” Their nurse managers agree.

“Randi is an excellent nurse who sincerely cares about her patients and her coworkers,” says Titus DeGraaf, RN. “If there is ever any problem, she goes above and beyond to resolve it, whether that’s helping patients or her teammates.” Likewise, says Jessica Spore, RN, “Lynn, who recently celebrated his 30<sup>th</sup> service anniversary with Via Christi, is a great example of what you would want of any nurse. He is unfailingly present when he is with his patients and families and relies on the entire team to support him in that effort.”

### Cancer care compliments

A patient’s son recently posted this Facebook review of 7N: “My dad was admitted to the hospital on Father’s Day. The doctors and nurses are absolutely awesome. They opened their arms to my family and have treated us with love and care. I could not have asked for a better hospital to take care of my dad. I just want to thank all the staff for taking care of my dad and being so kind to his family.”

It’s a wonderful reflection of efforts being made hospital-wide to improve patients’ and families’ experiences while in our care.

“Bedside shift reporting is helping *involve* and *include* patients and families in their care,” notes Carla Yost, system CNO. “But it’s finding ways to better *communicate* with them what’s happening now and why and what they can expect to happen next that leads to patient and family reviews like this one.”