



‘...a place of hope and recovery’

From a recently received note about care received at Via Christi Hospital St. Teresa: “You made what I thought was going to be a terrible time the best it could have possibly been. I think the world would be a far better place if we all treated each other with the same kind of care, empathy and kindness you all showed me during my stay. Having only ever have visited hospitals, I always looked at them as gloomy and depressing, but I can now see that it is men and women like all of you who make hospitals a place of hope and recovery for those in their time of need.”

UPC update

As shared in last week’s update, Via Christi’s Unit Practice Councils, established to empower nurses by giving them a forum and direct voice in improving their professional practice environment, are being retooled to make sure they are an efficient tool for helping improve the patient experience and the hospitals’ nurse retention rate. A call for additional bedside nurse participants to participate on the UPC or in UPC-lead activities also went out.

Rob Bailey, RN, an active member of the Via Christi Hospital St. Joseph Emergency Department UPC, attended for the first time the monthly meeting at which UPC chairs update Nursing leadership on their activities. “It was an honor,” says Bailey, who served as an EMT until getting his nursing license a year ago. “You get to represent your colleagues and serve as a voice for your department and the patients in your care.”

Now that the UPCs have a more well-defined, unit-specific part to play, System Chief Nursing Officer Carla Yost hopes others will do as Rob has done and take an active role in their UPC. Says Yost: “It’s one of the most powerful tools that nurses serving at the bedside have for creating the best possible environment for giving and receiving care.”

Supply process improvements

Thanks to your feedback, we continue to make progress in ensuring that we have the right supplies at the right time and location. But it truly takes a team: Nurses providing the information needed to make the improvements and a willing listener on the other end of the phone. We’ve heard from a number of you that Howard Smith, an inventory control clerk, is a service rock star when it comes to responding to calls. If you haven’t already, please take a moment next time you talk with him to let know how much he is appreciated!

Other progress

Congratulations to the following units for working together to improve their service scores: CTICU, 7N, CICU, Pediatrics, 8SE, PICU, 6SE, Burn, 8SW, MICU, 4SW, Via Christi Hospital St. Francis; IMC, Via Christi Hospital St. Joseph; Surgical/JCC and OB, Via Christi Hospital in Manhattan; and Women’s Services, Via Christi Hospital in Pittsburg.

Our mistake

In a recent update about the St. Joseph CICU team's selection to provide specialized sepsis care, the fact that MICU at St. Francis will continue to have a dedicated sepsis bed was omitted due to an editing error.