



‘You better watch out, you better not cry’

Samantha Train, RN, in Trauma/Surgical ICU at Via Christi Hospital St. Francis, recently took care of an elderly patient who needed both ambulation encouragement and assistance. Every time Sam would provide that assistance, the patient would teasingly tell her, “You’re naughty!” to which she would good-naturedly respond, “So will Santa be filling my stocking with coal this year then?” “No,” the patient told her. “You’ll be getting a bottle of pickles, my least favorite food!”

Sadly, the patient passed away earlier this month, but her prediction came true as the patient’s family returned to the unit to present Sam with a Christmas gift: the bottle of pickles she’d been promised. Thanks, Sam, for your compassionate care to patients and families — and for allowing us to share this poignant Christmas story with your Nursing teammates.

Nurse develops new Behavioral Health staffing model

Becky Walker, RN, who serves at the patient bedside on 2W at Via Christi Behavioral Health, was concerned about a new, soon-to-be-implemented staffing model.

So when she read about CEO Mike Mullins’ call for suggestions through a newly created email — viachristiceo@viachristi.org — she decided to send hers. What she sent was a situational analysis and her recommendation as to how the model could be improved to ensure safe, quality care and still remain budget neutral.

“I wrote to him on a Sunday and he replied the same day,” says Becky. “What impressed me the most is how quickly and personally he responded. He said I would get a response from him or from (system) CNO Carla Yost by email or phone by end of day Tuesday.”

Instead, she heard from Carla Monday morning and they arranged to meet the following day.

The following week, Becky met with Julianna Rieschick, her hospital’s CNO; Jenni Rusk, her nurse manager; and Robyn Chadwick, vice president of operations for Behavioral Health; and Carla. They reviewed the even more detailed plan Becky had put together with input from her teammates and afterwards met with the staff on 2W to let them know that theirs was the plan that would be implemented.

Mike, who followed the process all along, came to the hospital the following day to visit with Becky as well.

“You could tell from Mike’s first response that he actually cares and it’s clear that Carla does, too, and that they’re open to our suggestions,” says Becky. “I know, because I’ve personally experienced it.”