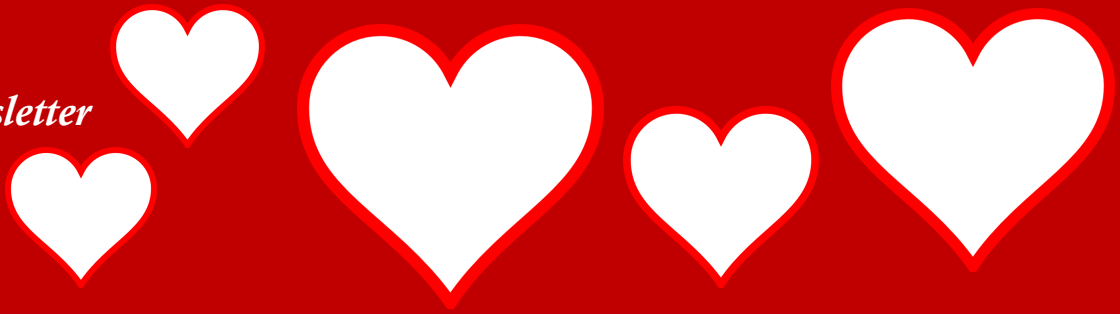


EVS Buzz

A Monthly Newsletter

February 2020



“The strength of the team is each individual member. The strength of each member is the team.”

-Phil Jackson

Overall Cleanliness Scores

November– 75.1%
Highest
DH48/58-86.8%
Most Improved
DH76/78 85.7

December– 81.7%
Highest
DH32 91.7%
Most Improved
Tower 3 85.7%

Oct-Dec Critical Unit
NSU DH52 90.9

EVS & Nursing Recognition Program

December



Unit Trophy Celebrations



Manager's Minute

Name & Position:

Claudia Delgado

Training Manager

Years in the Industry:

7 Years

Something you may not know about me: I am an artist, I participate in art competitions and exhibitions in my spare time.

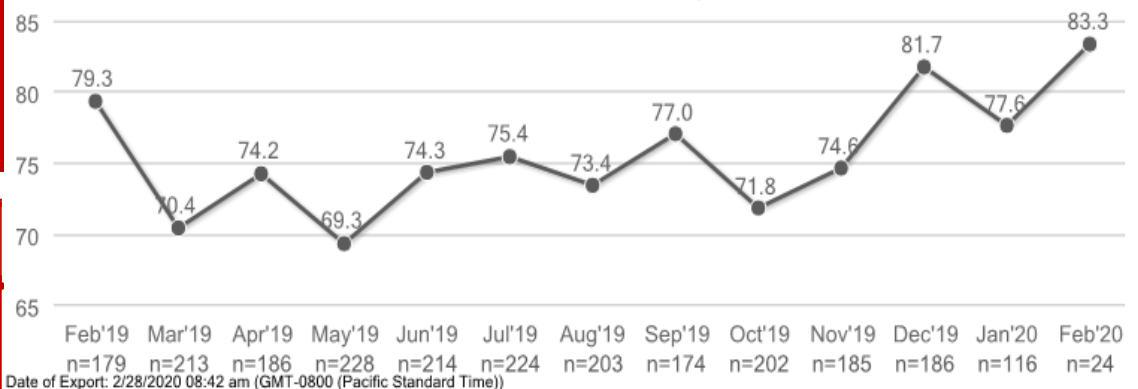
Goals for the department:

To create and manage a robust training program that will provide our team with the tools to provide an ALWAYS experience.

EVS Hotline

714-456-5494

Inpatient
UCI Medical Center
Top Box by Discharge Date
Question - CAHPS - Cleanliness of hospital environment





Feeling the Love

We Made it!! As a result of the growth that we are experiencing here at UCI Health, our account has become a national training facility for Crothall and Morrison in Patient Experience. Last month we had the privilege of training 7 new Patient Experience Leaders from all over the country in our inaugural ProPEL class (Principles of Patient Experience Leadership). Our partnerships and relationships we have built here, have not only bolstered our HCAHPS scores, but we are now showing others how to put Positive Impressions to work in their facilities. What is Positive Impressions you may ask, its all the little things we train besides cleaning: the patient interaction, Cues of Clean that we leave in a room when its discharged, the rounds our managers conduct with nursing and patients, and of course our coveted traveling trophy; just to name a few. Thank you for your continued support and your receptiveness to the program as we continue to work to keep the hospital clean. Thank you to those in leadership who took the time to come and speak to our new leaders on the importance of Patient Experience and Relationship Building, because of you we are soaring. Cheers to the Inaugural ProPEL West, we look forward to including more of you as we continue to grow in this new endeavor.



Training

We are currently in the middle of Positive Impressions training with our team. You will notice our team engaging our patients more while cleaning, and even leaving cards for patients who are out or sleep when we clean. This is all in an effort to give a complete ALWAYS experience.

Also, our discharged rooms will begin to include a signed tent card and a menu. This practice is beginning on Power Units (DH48/58, 66/68, and 76/78), then will extend to all units except ICUs. More to come.

February Birthdays!!

Candelario Cortez	02/02
Jesus Lopez	02/04
Maria Ornelas	02/14
Angelina Ortega	02/15
Silvia Lopez	02/22



Nursing Minder

NURSING MINDER 7: Taking Care of Yourself

Definition:

Actions and practices that help maintain both the physical and mental health of healthcare workers.

Purpose:

You spend your time on the job caring for others, then often go home to face the challenges of a busy personal life and caring for your family. Unfortunately, there is a significant downside to constantly giving to others. Constantly being focused on others may make it difficult to stop to take care of yourself.

Elements:

Physical health, mental health, stress reduction, debriefing, diet habits, and coping.

Example:

Becky is a RN on your unit. Becky just completed three, 12-hour shifts in a row and was asked to work an extra shift tomorrow due to short staffing. Becky agrees even though she has a doctor's appointment tomorrow that she will have to cancel.

REVIEW AREA SCORES / GOALS:

Previous Patient Satisfaction Score: _____

Current Patient Satisfaction Score: _____

Current Goal: _____

KEY DAILY DEMONSTRATIONS

Monday Discussion: When you are stressed, both physically and mentally, you are not able to give your best to others. You may be less likely to provide high-quality care and you are more likely to make errors that could impact patient safety. Discuss the effects of stress and ways of coping.

Tuesday Discussion: Routine exercise has proven to better your overall health, decrease stress, and increase energy levels. Discuss ways of exercising with a busy life. (Taking the stairs instead of the elevator at work, taking advantage of health club discounts, enrolling into the hospital's wellness program).

Wednesday Discussion: Be "Self-Aware." Realize your self-capacity and do not force yourself trying to achieve the unachievable. Recognize your weaknesses and strengths, then adjust tasks accordingly. Many people who fail to concentrate on this practice may burn themselves out by overestimating their capabilities or what the tasks require of them. Self-awareness helps you stay in sync with yourself.

Thursday Discussion: High-nutrient diet for physical and emotional health. A diet composed of fresh fruits and vegetables, healthy protein, high quality fats and whole grains is key in maintaining physical and mental health. Avoid sugary drinks and fast foods. Bring your own lunch to work.

Friday Discussion: Debrief stressful situations. As nurses, we are constantly a part of very stressful situations. Without situational support, these situations can lead to moral distress, depression, and burnout. Discuss resources available for situational support and the importance of debriefing these stressful situations.

Saturday Discussion: Importance of healthy sleep. At least seven hours of restorative, comfortable rest daily. Adequate sleep is essential to health and a necessity for nurses. Tips to improve sleep: Avoid nicotine, keep a consistent bedtime and routine, avoid alcohol and caffeine prior to bedtime and exercise earlier in the day to promote better sleep.

Sunday Discussion: Make time to have fun. Discuss team activities, luncheons, and celebrations. As a team, plan an outing with your team to relax and have fun.