



## Birthing Center News, July 11, 2014

- Press Ganey reports for the second quarter are hanging up in the lounge. Nice job, everyone, you have made a huge recovery back to the 99<sup>th</sup> percentile!! Please take a look at the last two pages, which are trend lines about call bell response. I am always perplexed about the low responses on this when I see how everyone jumps up immediately to answer lights. Let's think about managing patients' perceptions...perhaps tell them to press the button if they need anything and that someone should respond within 5 minutes. Thoughts?
- Construction Update: The classroom will be back in operation by the end of the month. Some new cabinetry, a sink (YAY!), new carpet, new TV, built-in projector, and an entire wall painted to be a white board. I think our break room may be next before they start on the patient rooms. Say a happy goodbye to that icky carpet!
- Documentation updates:
  - I am trialing using the techs' laptop to take to deliveries so I can do the baby's assessment in the computer in the room. I know that some of you don't feel the need to do that, however I am often pulled away as soon as I leave the room so I hope it will help me to document in a timely fashion. I will report back periodically.
  - The pediatricians (some) continue to stress over the use of two systems. They do not trust that we are entering all of the maternal issues, because sometimes we are not and they find out later that something important was missed. Please be sure to open the fields on the Admit Record that contain the checklists, and if there is nothing to report please check the "Denies" box. If there is no data and no checked box they have no way of evaluating that, and end up going to the mom's chart. I am considering copying the first page and the lab page of the prenatal and putting them on the baby's chart. Thoughts?

- Please DO NOT discharge patients with incomplete forms!! If the form is not complete, the patient is excluded from the OBIX database and we cannot get accurate statistical data. When I finish developing the handoff sheet for report, one of the questions for handoff will be about whether the forms are complete. When I have to complete a form after the patient is discharged I have to find them, cancel their discharge, open the form, find the information in the notes, complete them, and discharge them again. Not too much fun for me.
- There were VERY few incomplete Delivery and Admission forms. They were missing Disposition on the Admit Forms, and EBL on the Delivery Form. There are 11 incomplete Newborn forms since June 1<sup>st</sup>. I have not gotten to complete them, but will give feedback on them when I am done.
- I FOUND SOMETHING COOL TODAY! You know how the “Search” for patients in OBIX is so slow since the upgrade? Well, if you put in a very specific identifier like the Medical Record number (“ID Number” in OBIX) the patient comes right up.
- Please try and punch in KRONOS...it is amazing how much time I spend solving punch puzzles. I love a good puzzle as much as the next person, but not on Sunday afternoon at home 😊 Amy and Annie are training to help me with KRONOS and I am working on a new Excel sheet for self-scheduling (in my spare time)
- FYI, our census after July is going to be largely back to normal, 50’s to 60 for the next few months. I am working with HIM to come up with ways to capture patients who code out to a higher level of care (like our twins, patients with Mag running, etc.), so I can factor those into our productivity.
- Staffing update: Brittany Burke is hired and orienting for a tech position. I will hire another tech to start when Brittany’s orientation is finished. I hope to hire an experienced night nurse for one of the positions. I am holding out for someone experienced for the second position. I am just starting trending the deliveries and procedures for June and that will help me begin to decide what nights to put the fourth RN. I have two experienced per diems ready to come as well so the staffing scene is looking promising at this point.

- The Morehead survey starts in a little over a week. I hope that the positive gains we have made this year will promote positive responses. The hospital administration has done a lot for us with relieving me of 2 West responsibilities, raising salaries, and giving us new positions, even though the positions are not all filled.
- Please look at the education grid on the break room door. If you have completed items that are not recorded, send the copies of your completion record to Associate Services.

Please let me know if the newsletter is helpful, and I hope to send one every two weeks. I will post it as well, so if you are working you can just delete the e-mail. It will hopefully keep people in the loop if they are not here.

Thank you as always for your amazing work. I so love coming to work these days so I can spend time with you all, and our patients. I am remembering why I decided 42 years ago when I attended my first delivery that I wanted to be an OB nurse.