New Magnet Score Card

Magnet organizations outperform other hospitals in empirical outcomes like nurse sensitive clinical indicators (NSIs), patient satisfaction, RN satisfaction, and BSN and certification rates. The score card allows us to see at a quick glance how we are performing on each of these empirical outcomes. When Mary Greeley submits documentation for re-designation in February 2023, we will include:

• The most recent 8 quarters of 4 unit-level inpatient NSIs, like falls with injury, hospital acquired pressure injury (HAPI), central line associated bloodstream infections (CLABSI), and catheter associated urinary tract infections (CAUTI). The majority of our units need to outperform the benchmark.

• The most recent 8 quarters of 2 clinic-level ambulatory NSIs, like falls with injury and surgical errors. The majority of our units need to outperform the benchmark.

• The most recent 8 quarters of 4 categories of unit-level inpatient satisfaction scores, such as safety, patient education, care coordination, and responsiveness. The majority of our units need to outperform the benchmark.

• The most recent 8 quarters of 4 categories of clinic-level ambulatory satisfaction scores, such as responsiveness, courtesy & respect, patient-centered care, and safety. The majority of our units need to outperform the benchmark.

• 4 categories of data from the most recent RN satisfaction survey, such as nursing administration, professional development, RN-RN interaction, and autonomy. The majority of our units need to outperform the benchmark.

• 3 years of BSN and certification rates. Each year needs to increase and meet the targeted goal.

Special thanks to Jessica Carter in Community Relations for designing the new Magnet Score Card.

NEW DIRECTIVES: Key directive notations are at the end of articles.

KEY DIRECTIVE: ADVOCACY: Nurses advocate for patient quality and safety.
The good news: Mary Greeley has renewed the Success Pays program with the American Nurses Credentialing Center (ANCC). As a Magnet organization, Mary Greeley has a targeted goal to improve professional nursing certification at the organizational level and at the unit level. When we submit our Magnet document for re-designation on February 1, 2023, we will include graphs as evidence of our achieved goals. A review course is not available at MGMC. However, you can speak to your nurse leader about obtaining a study manual to prepare for the exam. The Success Pays program allows MGMC nurses to take the exam by May 30, 2021, with no upfront fee. Also, if you do not pass on the first attempt, the Success Pays program will allow you to retake the exam for free. When you pass, MGMC pays for the exam. If you do not pass, no one pays a dime. Nothing to lose!

The bad news: Mary Greeley has a contract to have 10 nurses certified this year. Six months into the 1-year contract, we have only 2 nurses who have certified. We will have to pay for 8 more certifications even if no one takes the test! And if that happens, Mary Greeley will not renew the contract next year, so you would need to pay for your certification exam out of pocket.

More good news: MANY nurses in several units are eligible to become certified…maybe even YOU. Eligibility requirements vary depending on the specialty. Generally, nurses who are eligible to take the exam:

- Hold a current, active RN license
- Have practiced the equivalent of 2 years full-time as a registered nurse
- Have a minimum of 2,000 hours of clinical practice in the nursing specialty within the last three years
- Have completed 30 hours of continuing education in the nursing specialty within the last three years

Success Pays includes 19 ANCC certifications including:

- Ambulatory Care Nursing
- Cardiac-Vascular Nursing
- Informatics Nursing
- Gerontological Nursing
- Medical-Surgical Nursing
- Nurse Executive
- Nursing Case Management
- Nursing Professional Development
- Pain Management Nursing
- Pediatric Nursing
- Psychiatric–Mental Health Nursing

This is great opportunity for certification. This process takes some time so START NOW! Contact Amy Stark, MSN, RN-BC, NE-BC, CENP, at ext/ 2720 or starka@mgmc.com for more information. You will need to use Mary Greeley's discount code 33854488 to register for the certification test at no cost.

The Mary Greeley Foundation reimburses the hospital each year for all nursing certifications and renewals.

KEY DIRECTIVE: PROFESSIONAL DEVELOPMENT: Nurses participate in learning activities to develop competence needed to support the needs of MGMC, our patients and our community.
Members of the nursing department are invited to take the 2021 Nursing Continuing Education Assessment that will be available for all Nurses, PCT’s and other technicians. The Nursing Continuing Education Assessment will be open from December 14, 2020 – January 3, 2021 and will close at 5pm on January 3, 2021. This assessment was formerly called the Nursing Department Needs Assessment Survey.

Nursing staff are being asked to complete this assessment to help the Nursing Education Council better understand the educational needs of the nursing units related to the priorities of the nursing department, the organizational Big Dot Goals, and the Nursing Strategic Plan. The data will assist the Nursing Education Council, Nursing Professional Practice, and nursing units to identify and prioritize offerings for 2021.

The link to the assessment will be available on SharePoint starting December 14, or you can access the survey by clicking the link below:

https://www.surveymonkey.com/r/DCMPMH6

We thank you in advance for your participation, in order to support nursing education and professional development we need to hear from you! Let’s see if we can get at least 350 responses this year!

Thank you all for everything that you do on a daily basis to provide patient care, or to support patient care. You are all amazing!!
I have this annual ritual of going through all of my emails in the month of December each year. This year I successfully removed, moved, or filed over 4,000 emails. This years’ process was the same, but I noticed some very different things. It was interesting to look back on emails from March and compare them to emails from last week with regards to COVID19. I remember when we “thought” we might have our first case and now we are averaging close to 20 positive patients per day. This year has helped us all reset our expectations. It has helped us appreciate the little things … at least it has helped me appreciate the little things.

I would love to be writing this column as a reflection on what we learned from COVID19, but COVID19 has many more lessons to teach us. We need to prepare ourselves for continued change and challenges. Yet, we also need to look back at how far we have come with great pride, Mary Greeley PRIDE.

**People-Oriented** – Have we not become even more people-oriented during the last 10+ months? We have learned how to see the world better through our patients’ eyes as well as each other's eyes. We have learned how to appreciate how valuable face to face time is with friends and family.

**Respectful** – We have learned to respect the unique role that we all play. Every single Mary Greeley department has had their work affected (and in most cases increased) due to the pandemic. We have learned to appreciate, maybe more than ever, the departments we work closest with. We even had to learn each other’s work in order to best serve the organization.

**Innovative** – Where do we begin with talking about innovation? After our first Malcolm Baldrige site visit, there was an opportunity for improvement around innovation. We made improvement in that area and eventually won the award, but we took those learnings to the next level over the year 2020. We went from Intermediates to Experts. I think we all learned how to innovate our work and stretch ourselves in new ways. I enjoyed some of those challenges and I hope you enjoyed learning new things as well.

**Dedicated** – Within days of getting our first COVID19 patients, it was easy to identify those employees who were dedicated to Mary Greeley and our patients. Months later as the battle rages on, we still see most of our employees dedicated to the organization and our patients. Some people even rediscovered their love for healthcare. It is amazing how sometimes it takes a crisis for us to appreciate the things around us.

**Effective** – Our results and success with taking care of COVID19 patients speaks for itself. The fact that we have seen other regional facilities send us their patients that they need help managing is very encouraging. We hear every week from patients and families who are grateful for the care we provided to them and their loved ones. We have become more than effective; it is fair to say we have become highly effective in treating and managing COVID19 patients.

One last thing that I want to remind you about that has been a bright spot during the last year … community support. The people in our region are so appreciative of the work you are doing. Do not be discouraged if you occasionally hear someone say something negative or not true about the virus or the work you are doing. A majority of people are humbled by the sacrifice you are making to serve the community. I am humbled by the work you are doing every day. Keep. Being. Awesome.

Speak soon,

*Cory G*

Cory Geffre, MS, BSN, RN
Vice President / Chief Nursing Officer
The 100 Great Iowa Nurses program is now accepting nominations. In its 17th year, the program is a wonderful opportunity to recognize nurses who represent the true meaning of the nursing profession.

Honor a fellow nurse by nominating them and letting them know how much you appreciate their contribution to the profession of nursing.

Nominees do need to meet the following criteria:

- Current Iowa RN license
- In practice for a minimum of three years
- Significant contribution to the profession of nursing, above and beyond the scope of normal job responsibilities
- May not have been named a 100 Great Iowa Nurse previously

Nominations must be made by December 31, 2020 and may only be submitted online at www.greatnurses.org.

IHERF Scholarships Available

The Iowa Hospital Education and Research Foundation (IHERF), a subsidiary of the Iowa Hospital Association, will offer scholarships designed to assist students pursuing careers in healthcare. The goal of the Health Care Careers Scholarship program is to help fill Iowa health care positions that have notable openings by offering financial support to students seeking these careers. To view a complete list of careers, please click here.

Applications are currently being taken for scholarships of $3,500 per year (for up to two years), for students enrolled in an approved healthcare career. All levels of nursing degrees are included. In 2020, the program will be awarding 60 scholarships.

To be eligible you must:

- Be enrolled in an accredited health care education program
- Be within two years of completing your education
- Commit to working one year in an Iowa hospital for each year of scholarship award

The application process is now open and the deadline for the IHERF Scholarship application is March 30, 2021. For more information and to apply click the green ‘Apply Here’ button below. The site will confirm students’ scholarship eligibility before beginning the application process. Recipients will be announced after Friday, May 1, 2021.

KEY DIRECTIVE: PROFESSIONAL DEVELOPMENT: Nurses participate in learning activities to develop competence needed to support the needs of MGMC, our patients and our community.
December 2020 MGMC Nursing Council Highlights

NEAT Council
• Congratulations to the Medical/Surgical unit for receiving the Traveling Trophy for Teamwork! Thank you for your tireless work and dedication as our COVID unit.
• Delivered 938 pounds of food and supplies to MICA. Thank you to all who contributed to the food drive.
• Contact NEAT Chair Ashley Jones, MSN, RN, CEN, ED, with questions.

Nursing Research Council
• Building a health sciences library.
• Developing Semiannual Day of Research.
• Contact NRC Chair Kristen Myers, PhD, MSN/MPH, RN, CNE, CPH, Nursing Professional Practice, with questions.

Nursing Education Council
• Complete the 2021 Nursing Continuing Education Assessment by January 3, 2021.
• Success Pays contract with ANCC is extended to May 30. Nurses interested in certification may use the Mary Greeley code to take the exam for free. Contact Amy Stark, MSN, RN-BC, NE-BC, CENP, for more information.
• Contact NEC Chair Sumita Gyawali, BSN, RN, CMSRN, NST, with questions.

Nursing Practice Council
• Coming soon: Staff education video about advance directives.
• Contact NPC Chair Wendy Rindels, BSN, RN, CAPA, ACS, with questions.

Nursing Night Shift Council
• Congratulations to Laurel Leeman, RN, ED, for receiving the Mary Greeley Nightingale Award!
• Developed and implemented a Debriefing Process. Please help get this integrated on day shift.
• Contact Night Council Chair Tricia Colman, MSN, RN, CEN, Night Resource Nurse, with questions.

Nursing Quality Council
• 2 CAUTI (July-November)
• 4 CLABSI (July-November)
• 16 SSI (July-November)
• 12 HAPI (July-November)
• 11 injury falls (July-November)
• Contact NQC Chair Sarah Jones, BSN, RN, Oncology, with questions.

KEY DIRECTIVE: SHARED DECISION-MAKING: Nurses make autonomous decisions about nursing practice standards, quality improvement, professional development and professional image.

Congratulations to the Medical/Surgical unit for receiving the Traveling Trophy for Teamwork!
Thank you for your tireless work and dedication on our COVID unit.
Patient Elopement Plan

**Know:** In the care and treatment of patients in Inpatient Units, the risk for unauthorized exit will be assessed and interventions will be initiated.

- An elopement is defined as: patient’s unauthorized departure from the unit/department
- Indicators of elopement risk are as follows:
  1. The patient is on close observation or 1:1 per physician/provider or nurse assessment
  2. The patient threatens elopement, has a previous history of elopement, patient is testing doors or standing/wandering near exits watching others going in/out of department
  3. The patient indicates/demonstrates risk for harm to self or others
  4. The patient demonstrates high suicide risk
  5. The patient is being held per order of the court or per 48 hour emergency hospitalization order
  6. Patient insisting on leaving.
  7. The patient has frequent requests (i.e., food/drink to go off unit to roof top garden/cafeteria/gift shop, etc.) to distract the staff
  8. For patients on Suicide Risk precautions, insistent about having their personal cell phone (likely intent to arrange transportation).

- Actions to prevent elopement of patients include the following for all staff on duty:
  1. If patient demonstrating behaviors that indicate elopement risk, consult with physician/provider regarding AMA discharge versus keeping them here due to risk to self or others. Consider involuntary commitment.
  2. Communicate to all unit/department staff during shift huddles and report the elopement risk.
  3. Patient is in pink scrubs for easy identification.
  4. Place telesitter camera unit outside room, and/or close to nurse station if available.
  5. 1:1 assigned per Suicide Risk Interventions or per physician/provider/nurse assessment.
  6. Provide 1:1 supervision if patient must leave department/unit for any reason.
  7. Attempt to establish rapport with the patient; encourage positive feelings about treatment. If the patient talks of intentions to leave, notify physician/provider. Call a Combative Patient/Person Code if needed to stop elopement.
  8. Give medications ordered to minimize restlessness and agitation.
  9. Attempt to keep the patient involved in activities and away from areas from which they could potentially elope.
  10. Make sure the patient’s possessions are in lock-up (i.e., money, phone, keys, shoes, luggage, coats, etc.) to minimize feasibility of elopement.

- In the event of an elopement:
  1. Page Missing Person per Plan.
  2. Immediately contact House Supervisor and request assistance in seeking judge/magistrate on call for an emergency hospitalization order/commitment, unless already in place.
  3. Contact Ames Police Department with description of patient, clothing, direction of travel
  4. Enter as a general variance in MIDAS reporting system.

**Share:**
- Information regarding Elopement with Dept. Staff
- The policy is located in Policy Medical/Administrative Policies/Safety/Patient Elopement Plan

**Do:**
- Huddle Know, Share, Do at Dept huddles
- Identify each day patients at high risk for elopement on dept. safety risk forms and safety huddles

**KEY DIRECTIVE: ADVOCACY:** Nurses advocate for patient quality and safety.
Keep Current with Practice Updates

**COVID Test Collection**

10/19/2020

**Know:**
- In order to simplify the collection process, lab will be transitioning to one swab and container for all COVID testing. This new workflow will also be necessary as the lab transitions COVID testing away from the Cepheid testing platform.
- All collections should be a nasopharyngeal specimen for symptomatic patients or nares for screening asymptomatic patients.
- Stores has stocked all nursing units with the swabs and containers for the collection of all COVID testing. See picture below.
- The swab below should be collected for any COVID test ordered including COVID Diagnostic and COVID Screening orders performed in-house as well as COVID Screening orders sent out to Corteva.
- This change will **NOT** impact the pre-procedure drive thru screening collection. The drive thru screening will still be a saliva collection. There is no change to the drive thru screening process.

**Share:**
- For all nursing units, collect the NP swab below for all COVID orders.
- All collections should be a nasopharyngeal specimen for symptomatic patients and nares for screening asymptomatic patients.
- This does **NOT** impact the drive thru screening clinic.
- **By Monday the Cepheid test kits will be gone, therefore, if the specimen is not a dry swab, it will be rejected and a new specimen will be needed.**

**Do:**
- For all nursing units, collect the DRY swab below for all COVID orders.
- Please share this update with all staff.

**Questions – Please contact Laboratory.**

The lid on container may be blue or white. Depending on availability of stock.

**KEY DIRECTIVE: INNOVATION:** Nurses use data, research, evidence-based practice, quality improvement and new ideas to improve outcomes and cost-effectiveness.
Keep Current with Practice Updates

Fraudulent Face Mask Exempt Cards

12/11/2020

Know:
- It has recently come to our attention that ‘Face Mask Exempt’ cards are in our community.
- These cards state that the individual is exempt from any requirements of face masks.
- Many of these cards have the Department of Justice (DOJ) seal and/or ADA contact information on them.
- The cards are fraudulent. The DOJ (DOJ Press Release) and ADA (ADA Press Release) posted alerts earlier this summer related to these cards.

Share:
- MGMC will continue to follow CDC and IDPH guidelines related to face coverings.
- We ask that anyone at MGMC wear a mask in all public areas and when safe physical distancing (>6ft) cannot be met.
- Patients who are intubated, using oxygen support devices (CPAP, BIPAP, etc.), or under two years of age are excluded from our universal masking policy.
- Other exceptions may apply due to equipment or clinical condition of the individual.

Hand Hygiene Scorecard

Hand Hygiene Scorecard
12/1/2019 - 12/1/2020
All Units

**Compliance**

<table>
<thead>
<tr>
<th>Compliance</th>
<th>Compliance Trend</th>
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<tbody>
<tr>
<td>93%</td>
<td>86% (n=404)</td>
</tr>
<tr>
<td></td>
<td>93% (n=1690)</td>
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<tr>
<td></td>
<td>94% (n=511)</td>
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<td>94% (n=511)</td>
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</tbody>
</table>

KEY DIRECTIVE: ADVOCACY: Nurses advocate for patient quality and safety.
Keep Current with Practice Updates

Ames COVID-19 Testing Options:

Test Iowa
  Cost: Free
  Close Locations:
    - Des Moines, Ames
  Must do prior to testing:
    - Need to fill out an assessment at www.testiowa.com prior to scheduling an appointment
    - Once assessment is completed, the individual needs to select a location and will need to call for an appointment
  Criteria/Eligibility for testing:
    - All Iowa residence are eligible for testing
  Hours of Operation:
    - Dependent on location & will change from time to time. It is important for individuals to call for an appointment.
  Results: Typically back within 24-48 hours

HyVee: Partnership with eTrueNorth
  Cost: Free
  Close Locations:
    - Ames Lincoln Center & West HyVees
    - Boone HyVee
    - Fort Dodge HyVee
    - Huxley HyVee Pharmacy
    - Marshalltown HyVee
    - Many Des Moines/Ankeny HyVees
  Must do prior to testing:
    - Must visit www.dineedacovid19astast.com to register first
    - Will select a location and appointment time at this site
    - Will receive a voucher that must be brought to the appointment
  Criteria/Eligibility for testing:
    - Healthcare workers & first responders
    - Individuals with symptoms
    - Others without symptoms that meet IDPH criteria
  Results: Results back in 3-5 business days.

HyVee Antigen Testing (Beginning 12/14 for Ames location)
  Cost: Cost is dependent on location – will get cost information once registered
  Close Locations:
    - Lincoln Center HyVee, Ames
    - Easy Euclid HyVee, Des Moines
    - Fort Dodge HyVee, Fort Dodge
  Must do prior to testing:
    - Must register at www.hyvee.com/covidtesting and select antigen test option
    - Must select testing site and appointment time
    - Will receive a voucher that must be brought to the appointment
  Criteria/Eligibility for testing:
    - Individuals who are symptomatic
    - Individuals who are asymptomatic with a known exposure in the last 14 days
  Results:
    - Back in ‘as little as 1-2 hours’

Health Gauge Testing (North Grand Mall):
  Cost: $110
  Location:
    - Ames, North Grand Mall (outside of JcPennes)
  Must do prior to testing:
    - Select an appointment at www.hgscreenings.com/covid19-testing
  Criteria/Eligibility for testing:
    - Appears to be for all?
  Results:
    - Rapid test, results same day
FY 2021 Pressure Injury Infographic

<table>
<thead>
<tr>
<th>Stage 3: Pressure Injuries</th>
</tr>
</thead>
<tbody>
<tr>
<td>July: 1</td>
</tr>
<tr>
<td>August: 4</td>
</tr>
<tr>
<td>September: 2</td>
</tr>
<tr>
<td>October: 2</td>
</tr>
<tr>
<td>November: 0 YAY!</td>
</tr>
</tbody>
</table>

- **Stage 3** pressure injuries are reportable: ADMISSION assessments are essential in catching possible pressure starting, 4 eyes are better than 2.
- Always look under and around devices of any kind to ensure pressure injuries are not developing with EVERY skin assessment.
- Positioning and offloading are very important for ANY patient in the hospital, every 2 hours encourage or assist with positioning.
- **KUDOS TO ALL STAFF 1 MONTH WITHOUT INJURY DURING COVID... AMAZING!!!**

**KEY DIRECTIVE: ADVOCACY**: Nurses advocate for patient quality and safety.
Recognizing Professional Development

By Cory Geffre, MS, BSN, CHIEF NURSING OFFICER

Congratulations to Janelle Matter, BSN, RN, CCRP, Cardiac Rehab, who recently certified as a clinical research professional. Janelle writes, “I work daily with our cardiac rehab patients doing initial interviews, weekly exercise classes and discharges from our program. This certification allowed me the knowledge and education in our specialty to give the best and safest care to our patients.”

Congratulations to Stacy Peterson, BSN, RN, RNC-OB, Birthways, who recently recertified as an Obstetrics nurse. Stacy shares, “By renewing my certification, I am demonstrating my knowledge and expertise in my leadership position. This also helps set a good example and encourage others on my team to pursue their certification.”

The Nursing Certification Program is supported by gifts made to the Mary Greeley Medical Center Foundation.

KEY DIRECTIVE: PROFESSIONAL DEVELOPMENT: Nurses participate in learning activities to develop competence needed to support the needs of MGMC, our patients and our community.

Myers Elected to American Psychiatric Nurses Association Board

Kristen Myers, PhD, MSN/MPH, RN, CNE, CPH, Clinical Resource Nurse, Nursing Professional Development, has been elected to the board of the Iowa chapter of the American Psychiatric Nurses Association (APNA).

APNA is the premier voice of psychiatric-mental health nurses in the United States and internationally and is a recognized leader in advancing psychiatric-mental health nursing by integrating research, practice, and education to improve the mental health of the population.

The Iowa Chapter is Iowa’s only formal professional organization for psychiatric nurses and gives nurses an ongoing opportunity for networking with other nurses sharing common situations, challenges and goals, continuing education, and current information and potential action regarding issues impacting the field of psychiatric nursing. Service on the chapter’s Board of Directors allows nurses to lead the profession and specialty practice of psychiatric-mental health nursing in carrying out the mission, vision, and goals of the APNA, while ensuring effective and accountable governance and oversight of the chapter’s functions and activities.

Congratulations, Kristen!

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Congratulations, Kristen!

Key Directives

Advocacy: Nurses advocate for patient quality and safety.

Teamwork: Nurses trust, respect, support and communicate with each other and our colleagues.

Service to Our Community: Nurses maintain a strong community presence in a variety of outreach programs.

Leadership: Nurses stimulate, inspire, empower, influence, motivate, encourage and challenge each other and our colleagues to be the best.

Shared Decision-Making: Nurses make autonomous decisions about nursing practice standards, quality improvement, professional development and professional image.

Compassion: Nurses care for our patients, colleagues, and community.

Professional Development: Nurses participate in learning activities to develop competence needed to support the needs of MGMC, our patients and our community.

Innovation: Nurses use data, research, evidence-based practice, quality improvement, and new ideas to improve outcomes and cost-effectiveness.

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