

# ◀ AUBMC GREAT NURSES ▶

ISSUE NO. 1 - FALL 2017



THIS IS WHAT **WE DO**. THIS IS WHO **WE ARE**. MAKING A **DIFFERENCE** EVERY DAY!

## ◀ TRANSFORMING CARE THROUGH INNOVATION ▶

*Ms. Iman Al Kouatly, MPH, BSN, RN – Director of Nursing*

As 2017 draws to a close, I thank all nursing staff for another successful year at AUBMC.

Our newly restructured strategic plan helps us hold true to the values and priorities of nursing within the framework of our organizational mission, vision and values. As a testament to our passionate commitment to excellence, we have submitted our third Magnet re-designation application.

We have so much to celebrate. I'll share news about receiving yet another accreditation by the American Nurses Credentialing Center (ANCC) for our new skill competency program on "Central Venous Access Device Handling and Care". As leaders in nursing excellence in the region and beyond, we hope to inspire and reinforce nursing practice and professional development to expand and advance knowledge of nursing as a science and as a caring and healing profession.

Our nurses have seen growth and change in how we transform and deliver care at the bedside by conducting daily multidisciplinary rounds and engaging patients and families in their plan of care. We are successfully meeting patient expectations by improving nursing responsiveness through the one hourly round and responding promptly to patient's deteriorating by activating the Rapid Response Team. We have standardized change of shift reports, and patient hand-off communication and working on optimizing patient discharge process to ensure smooth transition and continuity of care.



We launched BROWnies (Bioethics Rounds On the Wards) to address critical ethical issues faced in patient care in collaboration with the Salim El-Hoss Bioethics and Professionalism Program.

Throughout the year, our great nurses have continued to earn compliments on the quality of care they delivered to our patients. Today, we maintain our position as the hospital and employer of choice.

In the coming pages, we will be sharing our 2017 successes we have achieved and the milestones we have met and exceeded. At AUBMC, we have much to be proud of, and even more to look forward to in 2018.

Next year, we will progress in the process for attaining AUBMC's third Magnet designation, while reassuring our inspiring goals for organizational achievement and focusing on what is most important to patients: safe and high-quality care.

We will apply, again, for our ANCC reaccreditation as a provider unit for continuing nursing education in addition to the ANCC Nursing Skills Competency Program Accreditation: Administration of Chemotherapy and Biotherapy.

In 2018, we will implement an innovative nursing model across all ambulatory units. We will continue our engagement and exemplary multidisciplinary partnerships while planning and implementing the new electronic health record, AUBHealth. In collaboration with the pharmacy department, we will automate the medication management process through the introduction of Pyxis and bar-coding system.

With the continuous support of our administration, I am sure that we will achieve our future goals and plans, while sustaining our culture that brings out the best in our staff and offers the highest quality care for our patients and their families.

As always, it is my pleasure and privilege to serve as your Director of Nursing. I am confident that our joint efforts will tremendously contribute to AUBMC in fulfilling unparalleled success in 2018. I wish you all a very Merry Christmas and a great year ahead!



## ◀ ANOTHER ACCREDITED ANCC SKILL COMPETENCY COURSE FOR AUBMC GREAT NURSES! ▶

The Clinical and Professional Development Center (CPDC) recently added a milestone achievement to its accreditation history. The Commission on Accreditation of American Nurses Credentialing Center (ANCC) granted "The Nursing Skills Competency Course: Central Venous Access Device Handling and Care" recognition for three years, from August 28, 2017 to August 31, 2020. The course aims at developing the knowledge and skills of nurses caring for high acuity patients in relation to assessing, accessing, and handling central venous access devices. It is worth mentioning that the CPDC is accredited with distinction as a provider unit for continuing nursing education and the Administration of Chemotherapy and Biotherapy is recognized by ANCC as a Nursing Skills Competency Program.



# ◀ NURSING SERVICES SHARED GOVERNANCE COUNCILS GENERAL ASSEMBLY: "APPRECIATE AND CONGRATULATE" ▶

On August 9, 2017, a general assembly, "Appreciate and Congratulate", was held by the Nursing Services Shared Governance Councils. In this assembly, the shared governance councils of 2016-2017 demonstrated their great achievements and outcomes and were recognized by Dr. Hassan El Solh, Former Medical Center Director and Chief Medical Officer and Ms. Iman Al Kouatly, Director of Nursing. The new members of the shared governance councils of 2017-2018 were welcomed. The new council members will be involved in the integration of Epic and Pyxis into AUBMC, reviewing policies and procedures, monitoring quality outcomes, setting action plans, and creating positive work environment. The Nursing Services Shared Governance Councils are divided into clinical practice, education, research, work-life, and quality.

## American University of Beirut Medical Center Nursing Shared Governance Council Structure



- |                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Divisional Councils</b> <ul style="list-style-type: none"> <li>• Medical Surgical</li> <li>• Pediatrics</li> <li>• PeriOperative</li> <li>• Critical Care</li> <li>• OBS</li> <li>• Ambulatory</li> </ul> |
| <b>Departmental Councils</b> <ul style="list-style-type: none"> <li>• Quality</li> <li>• Nursing Leadership</li> <li>• CNS</li> </ul>                                                                        |



## ◀ RECOGNIZE. CELEBRATE. INSPIRE. ▶

The second Annual Nursing Excellence Awards (ANEA) ceremony held in August 2017 was a defining moment in recognizing the exceptional contributions of AUBMC Great Nurses. Highlights of the event included a Lebanese themed ceremony accompanied by AUB Dabke Club whose members performed a celebrative Dabke segment while cheering the 2017 awardees. The ceremony began with an address note by the Director of Nursing, Ms. Iman Al-Kouatly followed by an appreciation speech by the Former Medical Center Director and Chief Medical Officer, Dr. Hassan El Solh. Guests applauded the unveiling of this year's ANEA winners who were presented with certificates, prizes, and prophecies to acknowledge their continuous outstanding nursing excellence.

The 2017 ANEA ceremony closed with the cutting of a cake followed by a reception in honor of the awardees and AUBMC Great Nurses!



Let's congratulate our winners again:

| ANEA Award Category                             | Winners                                                                                                                  |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Outstanding Transformational Leader of the Year | Mr. Elias Youssef, ED                                                                                                    |
| Outstanding Floor Clerk of the Year             | Mr. Hassan Fakih, NMS                                                                                                    |
| Outstanding Nurse Aid of the Year               | Ms. Diana Jamal, 5S                                                                                                      |
| Outstanding Practical Nurse of the Year         | Mr. Hassan Farhat, Specialty Clinics, Surgery                                                                            |
| Outstanding Orderly of the Year                 | Mr. Moussa Zeaiter, 10S                                                                                                  |
| Outstanding Council of the Year                 | Pediatric Education Council                                                                                              |
| Nursing Resource Award                          | Ms. Dima Haidar Ahmad, CCU                                                                                               |
| Exemplary Unit of the Year                      | CCCL In                                                                                                                  |
| Influential Nurse of the Year                   | Mr. Aref Fanous, HDU                                                                                                     |
| Outstanding Breakthrough of the Year            | Nurse Case Managers:<br>Ms. Lamia Eid<br>Mr. Elias Youssef<br>Mr. Mazen Said<br>Ms. Grace Kurkjian<br>Ms. Sukaina Hijazi |
| Life Time Achievement Award                     | Ms. Nariman Iskandarani, CPDC                                                                                            |

## ◀ ASPIRE, ACHIEVING SUCCESS IN PRACTICE AND INNOVATIONS IN RESEARCH AND EDUCATION ▶

The Clinical and Professional Development Center (CPDC) launched a new edition of the RN onboarding and orientation program, Achieving Success in Practice and Innovations in Research and Education (ASPIRE), in August 2017. The program's purpose is to meet the new nurses' learning needs and support them in their role at AUBMC. ASPIRE has been chosen to reflect the program's identity since the word itself conveys the thought of seeking something of high value ambitiously. CPDC offered this comprehensive orientation program using a variety of teaching methodologies for a total of 23 new nurses over a period of one week in August 2017. This orientation program included simulation experiences and learner engagement strategies to enhance the professional development of nurses.



## ◀ EPIC GENERAL ASSEMBLY ▶

On August 15, 2017, Dr. Ghassan Hamadeh, Chief Medical Information Officer (CMIO) met with the nursing team in Hisham Jaroudi Auditorium to discuss the recent updates about AUBHealth. Dr. Hamadeh encouraged nurses to go over the Epic introduction videos on MOODLE and explained the implementation plan of Epic at AUBMC. The Epic "Go Live" date has been set to Saturday, November 3, 2018. Mark your calendars!

Stay tuned for frequent updates from AUBHealth...





## ADULT RAPID RESPONSE TEAM (RRT) UPDATES

### Q: When do you activate the adult RRT?

A: The adult RRT is activated based on the Modified Early Warning Signs (MEWS) score or any doubt about an urgent care aspect or clinical condition that needs to be tackled.

### Q: How do you activate the adult RRT?

A: Call ext. 7111. Specify to the operator whether the RRT is medical or surgical RRT. Specify the unit and bed number.

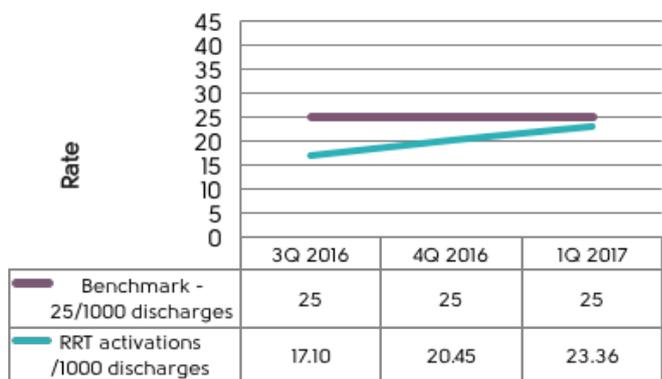
### Q: When was the adult RRT initiated at AUBMC? Was there any recent change to the RRT?

A: In 2013, the adult RRT was initiated at AUBMC.

In 2016, an interdisciplinary team was developed. Nurses played a key role in conducting literature review to validate the adult RRT activation criteria, update the quality indicators, decide on benchmarking values, and revise the RRT interdisciplinary record, the communication channel between physicians and nurses, and the adult RRT policy.

### Q: What are the RRT Outcomes?

A: In each newsletter edition, we will display one of the RRT outcomes.



The above graph shows Rate of RRT activations in eligible units /1000 discharges.



## CODE TEAM UPDATES

### Q: How do you activate the adult code team and the pediatric/adolescent code team?

A: Activate the call for an adult code team by dialing ext. 6666 and giving the location of the code. Activate the pediatric/adolescent code team by dialing ext. 3333 and giving the operator the information needed: pediatric code and location.

### Q: Was there any recent change to the code team at AUBMC?

A: In 2016, and after initiating a multidisciplinary taskforce to conduct Failure Mode Effect Analysis related to the process of intubating patients in all the Medical Center premises, the effort of all team members resulted in developing the "Responding to Difficult Situation Algorithm". One of the action steps was to have an anesthesia resident on the code team responsible of performing intubations.



# NEWS AND ANNOUNCEMENTS



◀ Congratulations to Dr. Angela Massouh, Cardiology Clinical Nurse Specialist at AUBMC, for earning her PhD from University of Colorado, Denver. Dr. Massouh received the 2017 Distinguished PhD Dissertation Award. Mabrouk!



◀ Ms. Nariman Iskandarani, Nurse Training and Development Manager, Ms. Aimee Khaled, Clinical Educator, and Mr. Mohammad Issa, CCU RN and part-time Clinical Educator, attended the Association of Nursing Professional Development Annual Convention on July 18-21, 2017 in New Orleans, LA, USA.



◀ On September 15 - 16, 2017, "Basics in End-of-Life and Palliative Care 3" was jointly provided by the Clinical and Professional Development Center (CPDC), Hariri School of Nursing, Continuing Medical Education office, and Ministry of Health National Committee for Palliative Care. Forty attendees successfully completed the workshop requirements and were offered 9.5 contact hours by CPDC. Ms. Rima Saad and Ms. Rebecca El Asmar, Clinical Nurse Specialists, and Ms. Joelle Bassila, Palliative Care Nurse, acted as speakers from AUBMC Nursing Services Department. Six nurses were sponsored by AUBMC to attend the workshop.



◀ After two and a half years of monthly meetings, the American Society of Pain Management Nursing (ASPMN) Pain Outcome Taskforce presented its work from seven provinces in the United States of America in addition to Beirut, Lebanon (represented by our AUBMC Clinical Nurse Specialist, Ms. Janane Hanna), at the ASPMN 27th National Conference which was held on September 13 - 18, 2017 in Phoenix, Arizona, USA. In September 2014, Ms. Hanna was elected to serve as a member on the ASPMN Pain Outcome Taskforce. AUBMC Nursing Services is proud of Ms. Hanna's well-noted achievement.



◀ The Pressure Injury Workshop was delivered by Ms. Dareen Hajj Sleiman, Clinical Educator, and Ms. Samah Bayrakdar, Wound Care Nurse, on July 19, 2017 to 27 champions from AUBMC and five external participants, five contact hours was awarded by CPDC.



A banner with a teal background. On the left is a circular emblem with a white cross on a blue background, surrounded by a purple border with a scalloped edge. To the right of the emblem is the text "NURSES WHO MADE HISTORY" in white, bold, uppercase letters. A large teal arrow points to the right on the right side of the banner.

## NURSES WHO MADE HISTORY

### EDITH LOUISA CAVELL

Edith Louisa Cavell (1865-1915) was a British nurse who lived in German-occupied Belgium. She is remembered for saving the lives of soldiers from both sides without discrimination and in helping 200 allied soldiers escape from German-occupied Belgium during the First World War, for which she was arrested, on the morning of October 12, 1915. During her trial, Cavell admitted that she was guilty of the offenses with which she had been charged. She was sentenced to death and executed by a German firing squad in Brussels, Belgium. A Fund to honor her name and support working nurses and midwives including students still exists in the United Kingdom. She is well-known for her statements: "Patriotism is not enough; I must have no hate in my heart," and "I can't stop while there are lives to be saved."

A banner with a teal background. On the left is an illustration of a green and brown backpack with two straps, flanked by white pine trees. To the right of the illustration is the text "NURSES' ADVENTURES" in white, bold, uppercase letters. A large teal arrow points to the right on the right side of the banner.

## NURSES' ADVENTURES

Intensive Care Unit (ICU) staff members enjoyed a host of outdoor adventures to celebrate the end of the 2017 summer season. The trip started with a breakfast in Bekaa valley followed by two hours of rafting in the Assi River. After lunch, everyone was ready for the next challenge. The team headed to Hermel to hold numerous sports activities.

It was an unforgettable, adrenaline-filled day!

A banner with a teal background. At the top, a horizontal line with teal arrows at both ends spans the width. Below the line is a string of purple and white lights. On either side of the lights are holly leaves and berries. In the center, the text "MERRY CHRISTMAS AND HAPPY NEW YEAR FROM THE NURSING SERVICES!" is written in white, bold, uppercase letters.

## MERRY CHRISTMAS AND HAPPY NEW YEAR FROM THE NURSING SERVICES!