

**Sacred Heart Health System**  
**Medical Staff Stop Light Report – 3<sup>rd</sup> Quarter 2016**

**Completed!**

- **Case Management:** The physicians have requested that RN Case Managers/Social Workers put their extension at the end of their note for ease of contact. Education with Case Managers/Social Workers has been completed and the extensions have been added to the note.
- **Children's Hospital:**
  - The new care boards have been installed in PICU/IT/SAA.
  - After a successful trial in the Pediatric ED, J-tips, a needle-free subcutaneous lidocaine injection, have been approved for use in all pediatric areas. Sweet-Ease and Pain-Ease are also now available in all pediatric areas, including outpatient and inpatient phlebotomy. In addition, the Child Life Department has instructed all pediatric areas on the use of Buzzy (a vibrating ice pack), as well as comfort holds, positions for pain management, distraction techniques and relaxation methods for children.
- **Emergency Department:** The lobby refresh, which included painting the walls, rearranging of furniture and new planter boxes, has been completed.
- **Monogram Maternity:** The Monogram Maternity Program opened in the Medical Office Building (Suite 307) on October 12<sup>th</sup>. This program is a free patient education and birth design program for pregnant patients and also includes a full scale bereavement program for those experiencing fetal loss. The bereavement coordinator and birth designer have been actively meeting with various OB physician groups making them aware of the program offerings and providing them with marketing materials. A community open house was held Monday, October 10<sup>th</sup> from 5pm to 7pm.
- **Procedural Recovery Unit:** PRU reopened on September 19<sup>th</sup> after a refresh which included paint, deep cleaning of all rooms, replacing outdated furniture and equipment. In addition, the redesign features 5 rooms with recliners for the patients able to recover upright and discharge more timely.

**Work in Progress:**

- **Children's Hospital:**
  - **Surge Plan (NICU/IT/SAA/PICU/Peds ED):** The Children's Hospital physicians and clinical leaders have developed a Children's Hospital Surge Plan that includes "Guiding Principles" to ensure safe, quality care to the patients in the Children's Hospital during times of high census. One of the guiding principles agreed upon by all stakeholders is that it is not acceptable to hold patients in the Peds ED when there are empty beds in the Children's Hospital, including NICU (2<sup>nd</sup> floor & 3E), 3<sup>rd</sup> floor (IT,SAA, PICU) and NBN area. The Surge Plan includes scenarios for each unit when reaching max capacity. The plan also includes staffing considerations and triggers for each unit. Constraints were identified and are being addressed by the leadership team to ensure that when the Surge Plan is implemented the process meets the "Guiding Principles" as mentioned above.
  - **Terminal Cleaning and Repairs IT/SAA:** IT/SAA have implemented "Care Rounds" which is a process where each staff nurse is assigned designated rooms to round on 3 times per week observe for cleanliness or repair opportunities. When opportunities are identified, the nurse places a work order with Facility Management with a copy to the PCM office for follow-up. EVS issues are addressed immediately by the nurse, Charge Nurse, or PCM.
- **Emergency Department:**
  - The entrance doors will be reset to allow entrance/exit flow to be more streamlined for greeting and flow of patients through the front door. Parts are ordered.
  - The light in Trauma Room 1 is broken, outdated, and no longer able to be repaired. Quotes for replacement lights are being obtained at this time.
- **Inpatient Dialysis:** The inpatient dialysis area will be undergoing a full refresh, which will increase the number of bays, adding a conference area for consultations to include videoconferencing capabilities, expanding the supply area, new equipment, painting, and new décor. The work will be completed at night and on Sundays to minimize impact on patient care.
- **Midwives Update:** The Midwives Credentialing Task Force has created a comprehensive credentialing profile that will allow midwives to deliver at Sacred Heart Hospital Pensacola.

- **SHHP OR Staffing:**
  - Operation Clean Up is underway. Representatives from the Resource Group, EVS, Facilities, IC, Surgery, Pre/PACU, IR, GI, Cath Lab meet for a daily huddle to work through a comprehensive plan to clean and organize. Expected completion 12/31/2016.
  - **Capital:** The following items have been ordered in FY17: Anesthesia Machines x 9, OR Lights x4, Neoprobe X1, Kidney Transplant Perfusion Room/Equipment and Instrumentation, Robotic Maxillo-facial retractor, TAVR Equipment and Instrumentation.
  - **The Gulf Coast Perioperative Policy Committee** was formed September 2016 with the purpose of writing evidenced-based perioperative policies for the Gulf Coast System. The work team is comprised of clinical representative from each care site. The approval council is comprised of physicians and administrators from each care site.
  - **The second Perioperative 101** class graduated 4 RN's in August 2016 and the third class began September 2016.
  - **Enhanced Recovery After Surgery (ERAS)** program was implemented for Total Joints in September 2016. The next patient population will focus on Colon and Hysterectomy patients.
  - **Surgical Volumes** are exceeding budget and exceeding last year's budget.
- **Telephone System Task Force:** The SHMG has established a telecommunications task force to review: telephone mechanics, monthly volume reporting, staffing plans, education for both associates and patients-including more efficient use of the patient portal and standardization of processes such as voicemails and scripting. Volume reports for all of the medical group practices are under review to identify best practices. We plan to develop guidelines for all practices based on call volumes, patient volumes, number of providers, and the like, so that appropriate staffing levels can be developed, matching the appropriate technology to the size and needs of the practice.

**We Can't Do Now and Here is Why:**

- **Children's Hospital:** The PICU refresh has been placed on temporary hold for a new proposal to complete the work.

