MEET OUR “CHARGE” NURSE AND ENGAGED LEADER

In the tradition of Florence Nightingale’s “no-nonsense” approach to Nursing Management, our Vice President of Nursing, Dr. Kathleen Scher, RN (surrounded by her nurses in the picture) is taking charge and opening a new chapter in JHMC’s long history to bring us closer to our mission to become “2nd to None” in quality care for the patients in the community we serve.

True to her form, Dr. Scher immediately started articulating her philosophy as a nurse leader and shared the outlines of her successful nursing career. In the following pages of our Nursing Journal, she details some of her nursing philosophy, mission, vision...

Con’t. on page 8

Message from our VP of Nursing

Dear Colleagues,

It gives me great pride to launch our first Professional Nursing Publication. Please read the insert and lend us your “voice” by writing or volunteering in the next issues and use your vote to name our Newsletter.

My goal is to work with all of you to enhance the practice of Nursing at JHMC. To do that, we will need to focus on improving the Nursing Quality Indicators and our Patient Satisfaction (HCAHPS) scores. I look forward to celebrating Nurses Week with you. The American Nurses Association theme this year is “Ethical Practice Quality Care”. The ANA recently updated the Nursing Code of Ethics and we are fortunate to have Dr. Esma Paljevic, Assistant Professor at the Pace University Lienhard School of Nursing, who participated with national nursing leaders on the panel that completed this work.

I also would like to thank and recognize Fe Jacolbe, RN, Clinical Systems Specialist, who is the inspiration for this Newsletter.

(Sgd.) Kathleen Scher, RN, Ed.D., NE-BC
Chief Nursing Officer/Vice President of Nursing

JHMC Celebrates NURSES WEEK 2015

Once again, the nation and our hospital is celebrating Nurses’ Week to honor the services and trust that each one of our nurses deserves. We wish everyone a Happy Nurses Week every week and this will be an opportune time to use this occasion to reignite and rekindle our passion for our primary mission - saving lives and ...

“No amount of medical knowledge will lessen the accountability for nurses to do what nurses do, that is, manage the environment to promote positive life processes.”

-Florence Nightingale 1860

Because Nursing is more than what you do...

It’s who YOU are!

(Start)

Please fill out “Staff Newsletter Preference Survey” and submit to your Manager on/or before May 18, 2015.

INSERT:

Nurses Week Special Issue
JHMC’s MISSION, VISION STATEMENTS AND GOALS

OUR MISSION, VISION…and the REASON for OUR BEING with JHMC

We all want to be proud of the organization we work for. It enhances our reputation as a professional, makes us look good among our peers in the industry, and increases our value as a nurse.

Most of us would like to work for a hospital with glamorous reputation and well-known status in the healthcare business for its quality care and capacity to attract and retain an equally famous medical and nursing staff.

High-status hospitals did not start at the top, in fact, some of them became prestigious and impressive ironically because of their highly publicized medical errors that made big headlines in national news (as mentioned in the new book “The Quality Cure”). Their talented and innovative management team responded positively to their faux pas by rallying and engaging their staff; making possible an equally awe-inspiring turnaround. We have a chance to do the same. Our executive leadership has given us a very clear, concise, doable, and worthwhile mission and vision. The strategy and plan of implementation should follow with a realistic timeline.

We are all familiar with our facility’s mission and vision posted on every bulletin board and rooms reminding us everyday the reason for our being. But most of all, we have to post our mission and vision in the safest corner of our hearts, get in touch with what motivated us to get into health care, think about how our work nourishes us and imbue us with a sense of purpose, and renew our personal commitment to our mission as a nurse, as expressed through what we do.

Thanks to our leaders for investing in technology to keep pace with the transformations in health care, i.e., the rolling-out of both patient-centric (Epic EMR) and staff-centric (Kronos-OptiLink) tools as well as the forthcoming Magnet Hospital initiative by the Nursing Department. JHMC will finally have all the tools and the wherewithal to achieve its mission and vision. Epic EMR and Kronos-OptiLink will reduce the cost of care while the Magnet Hospital initiative will increase the effectiveness and quality of patient care.

Our Nursing Leadership is presently formulating and documenting the strategic and operational plans to roll-out several innovative initiatives consisting of programs and projects starting with our Nursing Newsletter published by an all-volunteer staff of writers, photographers, graphic artists, proofreaders, copy editors, and editors. This will allow our nurses to engage with other departments, our patients, and most of all, with each other. We do not need a diamond ring to start the process of engagement which is very effective in solving the # 1 root cause of sentinel events, otherwise known as fatal medical errors—primarily due to communication or lack of it in healthcare industry.

Fe Jacoble, RN

ROOT CAUSE OF SENTINEL EVENTS

As the analysis from The Joint Commission illustrates, communication is the most frequent root cause underlying the most serious medical errors, sentinel events. Furthermore, Dr. Richard Croteau, illustrates the criticality of communication effectiveness to patient safety by stating: “If there were one aspect of health care delivery an organization could work on that would have the greatest impact on patient safety, it would be improving the effectiveness of communication on all levels—written, oral, electronic.”
Nothing exemplifies a more overpowering and unique basis for our Nursing Philosophy than the original piece conceptualized and written by the Mother of Modern Nursing—The Florence Nightingale Pledge that has stood the test of time since 1896.

Pass forward, last March 23, 2010, the Affordable Care Act was approved by President Barack Obama that changed the healthcare industry to what we know today. The change was disruptive as any enterprise system does and it affected JHMC’s Nursing Department with the abrupt and sudden change from our old fragmented pedestrian system to an integrated real-time and paperless enterprise system last August 2011.

With the increase on insured patients, focus on quality care, and value-payment system, all hospitals must adapt to the new challenges and take advantage of the increase in opportunities to expand its facilities and changes on their workflows. It should follow that new philosophy and policies will be needed.

Consequently, it is also forecasted that by 2025, there will be a shortage of up to 260,000 nurses. Such a shortage would take a huge toll on the provision of healthcare for patients across the country. Ironically, with increasing competition to enter nursing programs at colleges and universities, why would there be fewer nurses? There are a number of reasons, but it often comes down to satisfaction in the workplace. When it comes to healthcare workers who are constantly interacting with patients, it is the responsibility of the organization to provide excellence in employee treatment and, in turn, excellence in patient care.

One of ANCC’s programs centered on creating an optimal nursing practice environment with regards to the quality of the treatment of healthcare workers and the commitment to excellent patient care is the Pathway to Excellence® Designation Program. Established by ANCC in 2007, the national program was developed to improve both the quality of patient care and the professional satisfaction of nurses by improving the workplace environment. This designation identifies the elements of work environments where hospital staff can flourish. To date, there are only 119 hospitals in the country that currently hold the Pathway to Excellence title.

The Pathway to Excellence® designation is granted based on the confirmed presence of characteristics known as "The Pathway to Excellence Criteria." For an organization to earn the Pathway to Excellence® distinction, it must successfully undergo a thorough, rigorous, and collaborative review process that documents foundational quality initiatives in creating a positive work environment - as defined by nurses and other hospital staff and supported by research. These initiatives must be present in the facility’s practices, policies, and culture.

The Twelve Standards for Pathway to Excellence, as follows:

(www.nursecredentialing.org)

Standard 1: Staff have input into their work
Standard 2: The workplace is safe and healthy
Standard 3: Systems are in place to address patient and practice concerns
Standard 4: Orientation prepares new staff
Standard 5: The chief nurse is involved in all levels and promotes ideal patient care
Standard 6: Professional development is provided and utilized
Standard 7: Competitive wages/salaries are in place
Standard 8: Staff is recognized for achievements
Standard 9: A balanced lifestyle is encouraged
Standard 10: Teamwork is valued and supported
Standard 11: Managers are skilled and accountable
Standard 12: A quality program and evidence-based practices are utilized

Not only does the Pathway to Excellence designation ensure a suitable work environment, it also keeps the emotional and mental health of workers in mind. For Standard 9, “A balanced lifestyle is encouraged,” it is imperative that healthcare organizations and facilities protect its workers from being overwhelmed by the stress that comes with working in such an environment.

In the end, as an organization, we are constantly looking for ways to improve our processes and quality initiatives, and the end result is better care for our patients. This is not just about nurses, it’s about all employees - valuing staff contributions in the workplace, or their efforts are supported and identifying what’s important to their practice. Together, we will create the very framework that makes the organization a place for healing and care!
The American Nurses Association (ANA) sponsors, promotes, and supports National Nurses Week and the profession since 1896 and the theme for this year celebration is “Ethical Practice, Quality Care.” This is to recognize and acknowledge: 1). The importance of Ethics in Nursing; 2). To promote and advocate for the rights, health and safety of nurses and patients; 3). To acknowledge the strong commitment, compassion and care nurses display in their practice and profession. The theme also acknowledges the results of December 2014 Gallup survey that ranked Nursing as the top profession for honesty and ethical standards for the 13th consecutive year. Let’s also take advantage of the educational activities and events this Nurses Week. For details, go to this website - http://www.nursingworld.org/NationalNursesWeek

- A free webinar, “My Patient, My Code, My Practice: Ethical Decision-Making and Action,” on May 7, at 1 p.m. EDT.
- Showings and download availability for the movie “The American Nurse: Healing America,” presented by the American Nurses Foundation.

Please participate and enjoy as we celebrate each other this week! See our Nurses Week Celebration Program below:

### NURSES WEEK PROGRAM OF ACTIVITIES

**Monday, May 04, 2015**

**NIGHT STAFF**

- **at the Movies - featuring "The American Nurse"**
  - Monday night into Tuesday morning - 1:30am - 2:30am
  - Place: Auditorium II
  - Ice Cream Distribution for Night Shift
  - Awards Ceremony
  - Time: 11:00am - 12:30pm
  - Place: Auditorium II & III

**Wednesday, May 06, 2015**

**NIGHT SHIFT BREAKFAST**

- Time: 6am - 7:30am
- Place: Auditorium II & III

**Nursing Grand Rounds**

- Speaker: Esma D. Poljevic, RN, EdD
- Pace University
- Time: 1pm - 3pm
- Topic: ANA’s Code of Ethics
- Place: Auditorium I

**Thursday, May 07, 2015**

**DAY LUNCHEON**

- Session I: Time: 11:30am - 12pm
- Session II: Time: 12pm - 12:30pm
- Session III: Time: 12:30pm - 1pm

**Evening LUNCHEON**

- Time: 5:30pm - 7:30pm
- Place: Auditorium I, II, & III (Day & Evening)

**Friday, May 08, 2015**

**ICE CREAM SOCIAL**

- Time: 1pm - 5pm
- Place: Old Cafeteria - Auditorium 4

**STAFF APPRECIATION DAY**

**GIFT DISTRIBUTION**

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**Special Thanks to our dedicated Nursing Staff**

**Monday, May 11, 2015**

**CITYWIDE DINNER JHMC’s Nurses of Distinction**

- May 11, 2015
- Time: 7:00pm
- Place: Brooklyn Marriott Hotel
- Let’s Cheer for Our Nominees!

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**Tuesday, May 12, 2015**

**“The Milky Way”**

- Screening
  - Time: 12:30pm - 2:00pm
  - 8:00pm - 9:30pm
  - Place: Auditorium II
  - Light Snacks & Drinks

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**American Nurses Association**

**Ethical Practice, Quality Care**

**National Nurses Week 2015**

**May 6, 2015 - National School Nurse Day**
**May 8, 2015 - National Student Nurses Day**
**May 12, 2015 - International Nurses Week**
In his book published last April 18, 2014, “The Quality Cure” or “How Focusing on Health Care Quality Can Save Your Life and Lower Spending Too,” David Cutler of Harvard School of Public Health and adviser during the drafting of the Affordable Care Act, is very enlightening. It is one of 11,000 books and articles published EVERY WEEK that focuses on healthcare. Some relevant quotes from the book why systems and talented staff are important:

1. Healthcare is now in the last stage or “Phase 3 of health care reform - Organizational change to deliver high-quality, lower-cost care.” “Phase 1 is about Covering People and Phase 2 is about Reforming the Payment System.”

2. Some hospitals will obviously go belly-up and some already did but the author paraphrased Tolstoy’s Anna Karenina “successful businesses are (almost) alike; every unsuccessful business is unsuccessful in its own way,” urging every hospital to follow the model of the successful ones.

3. Three (3) features are common to these successful hospitals: “1. They use appropriate information and extensively use it to evaluate their practice; 2. They align financial incentives to focus on value creation; and 3. They engage employees and customers in quality improvements.”

What makes an organization or specifically a hospital different from each other? Every hospital with resources can buy the same computers, medical equipment, and buildings to house them. Every hospital can even install the same IT systems to gather information to make the right decisions. These are all “hard assets” reflected in its financial books.

What really makes a good hospital are the “soft” assets represented by the sum total of the unique talents, skills, innovative ideas, and academic knowledge of all its individual human resources. Accounting for these “soft” assets is hard to come by because they are not reflected in the financial books but we have to try if we have to achieve our organizational and departmental goals.

In this page are some of the data and information lifted from the report last year on “2014 Recruitment and Retention Program” prepared by Ms. Cynthia Linder, Kim Ryan, and Fe Jacolbe for The Joint Commission (TJC) Survey showing our talent profile to give our readers an idea on the number of our nurses by generation type, education, years of service, age bracket, what each generation type believes in terms of values, families, communication tools, money, etc.

For lack of space, the whole study will be serialized in our Newsletter to give the whole picture of our combined talents; including some perspectives on the problems and most of all, the opportunities that accompany our unique profile.

The basic idea is how we can engage and communicate with one another to become a cohesive team and achieve our common goals. After all, we are spending more than half of our waking hours working for our patients, we might as well come together, work smarter and happier.

By: Cynthia Linder, RN, & Fe Jacolbe, RN
Jamaica Hospital Medical Center Department of Nursing and Patient Care Services celebrated Certified Nurses Day last March 19th, 2015 in Auditorium II & III and honored 150 Board Certified Nurses. The celebration was opened by Mr. Bill Lynch (COO) shown giving a pep talk to the nurses, Dr. Kathleen Scher (VP of Nursing), Dr. Antoniette Morisco (Chair of Anesthesia Dept.), and Ms. Tessie La Porte (Director of Professional Development).

Our nationally Board Certified Nurses were recognized for their professionalism, leadership, and commitment to excellence in patient care. Board Certification of Nurses plays an important role in the assurance of high standards of care for patients and their loved ones.
CONGRATULATIONS!

HONOR’S LIST

(NATIONAL CERTIFIED NURSES)

10. RN-LRN (Registered Nurse Certified in Low Risk Neonatal Nursing)
   - Mary Ambooken
   - Marie Casimir
   - Gerard Eustace
   - Jacqueline Grant
   - Berta Ibrahimova
   - Cynthia Linder
   - Annabel Medina
   - Ambika Nair
   - Celine Subbarao
   - Jessica Vincent

11. RNC-MNN (Registered Nurse Certified in Maternal Newborn)
    - Alice Matthew

12. RN-BC (Registered Nurse Board Certified)
    - Angela Abayeva
    - Edna Alipoyo
    - Lilia Aminova
    - Marie Anty
    - Natalya Borukhova
    - Dymatwile Batarat
    - Achamna Chakco
    - Vipada Chawengwongpa
    - Veronica Chin
    - Jenifer Deley
    - Jina Daniel
    - Fe Delea Pena
    - Vodkota Feltashkova
    - Linda Hayes
    - Mira Inoyatova

13. RNC-Psych (Registered Nurse Certified in Psychiatry)
    - Sylvia Bersamin
    - Marlene Cewi
    - John Lalitha
    - Isamanna Thomas

14. RNC-OB (Registered Nurse Certified in OB)
    - Zoya Akosakova
    - Angela Aronova
    - Victoria Balujo
    - Rosalia Calderon
    - Marie D’Aguiar
    - Marilyn Donozon
    - Myrma Escario
    - Paula Headley
    - Monica Marider
    - Judy Marshall
    - Carlene Marshall
    - Dawn Moore
    - Paula Pava
    - Ushua Predeep
    - Grace Rances
    - Eunice Santos
    - Alla Yakubova

1. NEA-BC (Nurse Executive Advanced Board Certified)
   - Vivekanand Singh

2. NE-BC (Nurse Executive Board Certified)
   - Jacqueline Grant

3. ARNP-C (Advanced Registered Nurse Practitioner-Certified)
   - Shirley Slavos

4. Certified Emergency Nurse (CEN):
   - Ofelia Baday
   - Rubina Flores
   - James Jacob
   - Leah Myers
   - Deevanad Lacsaj
   - McMillan Beatrix
   - Ameli Mueses
   - Ruth Pido
   - Marlon Porras
   - Jonathan Sumico
   - Sherly Varghese

5. Certified Rehabilitation Registered Nurse (CRRN)
   - Susa John
   - Corazon De La Rama
   - Rosa Lopez
   - Elgin Baguald
   - Vivekanand Singh

6. CCRN (Certified Critical Care Registered Nurse)
   - Bambye Canta

7. CNN (Certified Nephrology Nurse)
   - Marjory David

8. CORN (Certified Gastroenterology Registered Nurse)
   - Debra Santoro

9. CNOR (Certified Nurse Operating Room)
   - Grace Alexander
   - Lisa Aultz
   - Holden Berlanger
   - Michelle Gonzales
   - Tahmik Terone
   - Rigo Tan
   - Paul Valsa
From the Editor: A newsletter of nurses, by nurses, for nurses like ours, builds credibility and trust by presenting solution-driven information based on actual/evidence-based experiences. Sharing positive information and announcing our achievements and endeavors is what our newsletter is all about. As a proven communication tool, it offers an opportunity to help foster relationships amongst us and this goes a long way in developing great pride in ourselves for being part of a caring and venerable organization.

When we are so absorbed and bogged down by our daily routines and mundane problems, it helps to read and know that someone on another floor or department is succeeding in a totally different manner, but also shares something in common with us. Our newsletter is a friendly way of communicating with each other and also being enough to nudge us to simply grow naturally, minus the negative stress that often accompanies the process of change. In the end, this exercise is a process and our Nursing Newsletter will evolve into who we really are.

Please share your “cares” and e-mail them to us at fjacolbe@jhmc.org or drop your comments, articles, pictures, suggestions, or a note of encouragement at the Nursing Office, Old Trump, D- Building (1st floor), on or before the 1st day of the month, or call us at 718-206-8708 for any newsletter related questions.

Thank you and see you next issue!

Fe Jacolbe, RN

Progress as defined by Cambridge Dictionary is “forward or onward movement toward a destination.” Our “destination” has been clearly written and posted in every room and bulletin board in our hospital—“2nd to None” in the community we serve and it is clearly doable because Executive Management has given us the tools and the support to achieve it. With a clearly drawn up plan, we can do it. Sharing is caring. Let’s share our best nursing practices, stories and humor in our unit, or while we are doing our job, or while doing something beyond our job.

This Nurses Week’s Special Issue of our Nursing Journal (temporary name until you suggest a better one) is for us—nurses and there is no other nurse more fitting to be quoted than Florence Nightingale who once said, “Unless we are making progress in our Nursing every year, every month, every week, take my word for it...we are going back.” ~Florence Nightingale, 1914.

Meet our “Charge” Nurse and Engaged Leader, from page 1

Last August 2014, Kathleen Scher, RN, EdD, NE-BC, Vice President of Nursing, on behalf of Mount Sinai Queens—one of the Queens campus of Mount Sinai Hospital received for the first time the coveted Magnet designation award. Being part of the elite 8% of all hospitals to be recognized as such, prompted Dr. Scher to gush with pride, “This journey has been transformational for our nurses.” She went on to say that, “This Magnet designation validates our commitment to providing the highest quality care to the patients and families in our community”, and this is not an overstatement.

Before joining Mount Sinai Queens, Dr. Scher served as Chief Operating Officer and Chief Nursing Officer at St. Agnes Hospital in White Plains, NY. Prior to that, she was the Corporate Vice President of Acute Care Services and Vice President of Nursing for seven years at Catholic Medical Centers in Queens, where she directed a staff of 2,000 nurses throughout the centers’ many hospitals and facilities. She has also taught graduate and undergraduate classes in Nursing Leadership at Sacred Heart University in Fairfield, CT.

Dr. Scher holds a Doctorate in Education from University of Bridgeport, two Master’s degrees from Teachers College, Columbia University, and a Bachelor of Science in Nursing from Pace University. She is Board-Certified Nurse Executive by the American Nurses Association.

We are looking forward to the time that under her leadership, Jamaica Hospital Medical Center will measure up to its billing and get the prized Magnet designation that we deserve. Holding on to this lifelong dream to be part of a Magnet hospital is worth paying the price for any professional nurse. We just have to follow her plan, knowing that “the best way to walk through a minefield is to follow the footsteps of those who are ahead of us.”

Jessica Jacolbe, Editor

For FREE Effective Communication Tools, go to http://www.hrsg.gov/publichealth/healthliteracy/