



Nursing

R E P O R T



INTERNATIONAL YEAR OF THE NURSE

2010 is the International Year of the Nurse and the centennial year of the death of the founder of modern nursing Florence Nightingale. This Nursing Week we celebrate the 15 million nurses world wide. While we can't forget the challenges facing our NHS nurses, we mustn't ignore the struggles of our colleagues across the globe. Nurses in Haiti

continue to deal with the devastating effects of the recent earthquake, nurses in Sub-saharan Africa continue their fight against HIV/AIDs and malaria, and nurses in many areas such as Afghanistan, Somalia and Iraq care for some of the 12 million refugees worldwide.

Nursing is a global profession, and as nurses, we not only care for our individual patients and their families, we also care for the global community. This means we work to improve the health of all people. To do this, we are constantly learning. Nursing is a career where lifelong learning is not only possible, it is essential. But sometimes, it isn't easy to access the learning you need. For that reason, the NHS has brought Ryerson University's BScN program on site. So far, 36 people have begun their journey with Ryerson at the NHS. We know many others are engaged in other programs and are learning in other ways. We applaud each of you.

As nurses, you make a difference in peoples' lives each and every day, both here in Niagara and across the globe. I thank you for your commitment to the health of all, and I wish you continued satisfaction as you join me in celebrating the International Year of the Nurse.

Regards,

SUE MATTHEWS,

*Chief Nursing Executive and Vice President Patient Services
Niagara Health System*



A Blueprint for Nursing— Our Journey Continues

By Donna Rothwell, Chief Nursing and Professional Practice Officer

It is hard to believe that three years has gone by since we implemented our nursing strategic plan! This plan has been a source of inspiration and satisfaction for our nurses and forms the underpinning of quality patient/client centred care for the patients and families we serve throughout Niagara Health.

In February, the NHS was the recipient of RNAO's annual award as a Best Practice Spotlight Organization (BPSO). We continue to be proud of this acknowledgement as we continue to implement a variety of best practice guidelines, such as falls prevention, pain management and post-partum depression, to enhance quality and safe patient care. The NHS is also partnering with LHIN 4 organizations to work towards RNAO's first ever LHIN BPSO designation.

The provision of safe patient care continues to be one of our key themes. Many nurses participated in our new Patient Safety Walkabouts over the last year, providing valuable input as to how we can make improvements. Medication reconciliation and transfer of accountability were two safety issues implemented to protect our patients.

Our two Nursing Councils continue to play a fundamental role in advising on practice and professional development issues. Our Council members proactively advise on nursing policies including medication administration, documentation and important practice

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PG 3: Enhancing Scope of Practice in the Outpatient Urology Setting



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Creating a Patient/Client Centred Care Culture



Quite simply, patient/client centred care is a model where the patient is the focal point in any discussions surrounding care.

“It takes time, total commitment and persistence at every level within an organization to achieve a cultural change,” says Eric Doucette, Director of Interprofessional

Practice and Patient/Client Centred Care (PCCC) and newly-appointed chair of the Patient/Client Centred Care Steering Committee. This committee formed in 2007 under the guidance of Sue Payeur-Grenier to oversee the development and implementation of a patient/client centred care model at the NHS.

Hospital care is becoming more complex as the Canadian population continues to age, technology evolves and education/training of healthcare providers progresses. These and other factors make it a fact that no one healthcare discipline has the expertise to effectively address the patient’s total response to an episode of illness. Expanding and overlapping scopes of practice are the way of the future. Eric notes that successful patient centred care is foundational to implementing effective interprofessional practice. “Our community of professional practitioners here at NHS will be challenged to adapt to these realities.”

In 2009, innovative strategies were created to move us closer to our goal of ‘adopting the patient’s perspective about what matters’ (Gerteis et al, 1993). First and foremost, our PCCC logo (shown) recognizes our patients and families as full partners in providing

compassionate care, based on respect for patient’s preferences, values, and needs. Our slogan, *Partners in Care: What’s Important to You is Important to Us* addresses the requirement to involve patients and their families in care co-ordination and decision-making.

There are a number of initiatives rolling out to spread the PCCC concept throughout the NHS.

- Interprofessional Care Grand Rounds at all NHS sites will be re-launched this year to build momentum for better PCCC.
- Ensuring that every new hire gets a strong foundation in patient/client centred care is now part of the new hire orientation. New hires describe this presentation as engaging, passionate and empowering.
- Compassionate care trays offering nourishment and comfort are provided to families who are visiting loved ones nearing end of life.
- A pilot project called CareMail greeting service connects patients and families via email who are unable to visit.

“These are great hospital initiatives, but to really start making a difference for our patients/clients, we need individual staff members to embrace patient-centred care,” says Eric. “This year, we are asking every regulated healthcare provider to consistently build in four daily practices to improve the patient/client centred journey.”

1. Inform patients/clients that we welcome them as partners in their care
2. Make the patient/client the key decision maker in planning care and service
3. Make patient/client goals central to the co-ordination, continuity and consistency of care
4. Engage the patient/client in the evaluation of care and their health outcomes.

“We are proud of our PCCC Steering Committee members who champion PCCC practice as the model of care at NHS. We have come a long way and it’s time to expand our circle of influence and engage more practitioners and healthcare providers in our committed and persistent pursuit of PCCC.”

As with most healthcare organizations, renewal is in the air and the time is right to move PCCC to the next level. Patient/client centred care is a necessary foundation for providing safe, effective and ethical care. Let us all be part of the future team to empower our patients as partners in care co-ordination and strengthen our commitment to patient/client centred care practices! ❖



A Blueprint for Nursing – *Our Journey Continues*

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issues like quality assurance, to ensure we continue to meet our professional standards of practice and evolve as a profession. We’re also committed to sustaining strong and dynamic nursing leadership across the NHS. In 2009, Eric Doucette, Director of Interprofessional Practice and Patient/Client Centred Care joined our team and his professional practice contributions have been tremendous!

We have welcomed more than 50 new nursing graduates this past year to the NHS. Several nurses have participated in the Late Career Nursing Initiative, working on the following unit projects – transfer of accountability, mentoring novice nurses, accreditation and unit-specific policies. Congratulations to Ruth Peters, RN and Barbara Bowles, RN, BScN for being successful with our RNAO Advanced Clinical Practice Fellowships! You are truly amazing nursing leaders.

As Aristotle said, “the pursuit of happiness is our life journey”... so who we are as professionals, what we believe about ourselves, our life and our work is key to

determine what makes each one of us happy. Enjoy our third annual report. I am proud to be associated with you, my nursing colleagues. You are a constellation of stars that shine brightly during every moment of care you provide with your nursing knowledge and expertise.

CONGRATULATIONS TO ... Donna Rothwell, who received the NHS President’s Award of Excellence for 2009, the highest award given out. The vision of nursing at Niagara Health has been developed and nurtured under Donna’s guidance and leadership. She is sought after across the province to share her knowledge and is completing her Master’s degree in nursing. Donna is the first nurse to be selected for the prestigious award. ❖

Interventions for Post-Partum Depression



RN Barb Bowles with newborn Anne Hibbins.

When the opportunity to carry out an Advanced Practice Fellowship presented itself, Labour/Delivery RN Barb Bowles didn't hesitate. "We're planning now for our Women's and Children's Centre of Excellence when the new hospital opens in 2013 and we want to offer more than is available to new mothers now," Barb says. The new Centre will include a clinic for postpartum depression, a condition that is as difficult to diagnose as it is to treat.

Barb's fellowship began with an extensive literature search on workforce utilization, barriers, and facilitators of scope of practice. "My next literature review was postpartum depression, and how Best Practice Guidelines are researched and developed.

I went on to develop a resource binder for our three current Maternal/Child units which contains the latest information."

As a member of the Postpartum Moods Disorder Coalition of Niagara Region Public Health, Barb gained access to additional resources. "I developed an example of how to use the Edinburgh postpartum depression screening tool for staff as well as a patient information pamphlet," Barb says. "My colleagues and I have redesigned the labour and delivery flow sheet, used when patients are admitted. It now includes key questions related to risk factors for development of postpartum depression."

Barb has also obtained permission to post the *Best Start, Health Nexus* video about postpartum depression online so Mat/Child staff can earn continuing education credits. Best Start is endorsed by the Ministry of Health and Long-Term Care. As well, Barb put together an article for the NHS Pharmacy newsletter about drugs used for postpartum depression, and their safety for mothers breastfeeding their babies.

Although there is currently no outpatient clinic for postpartum depression, Barb has been encouraged by interest from a local psychiatrist and has observed a postpartum depression clinic in action at Women's College Hospital in Toronto. The clinic is a model of inter-professional collaborative practice for best patient, and family outcomes.

"This is an important area for our program to expand, and it has been exciting to be part of this initiative," Barb says. "I thank my mentorship team of Heather Gallagher, Donna Rothwell and Sue Matthews for their support." ❖



RN Ruth Peters

ADVANCED CLINICAL PRACTICE FELLOWSHIP ENHANCING SCOPE OF PRACTICE IN THE OUTPATIENT UROLOGY SETTING

The scope of practice for Registered Nurses is a hot-button topic these days, and the shortage of healthcare professionals is being felt in a number of hospital programs and services. How best to deliver patient-focused care in a sustainable way is a question that requires careful examination and research. Urodynamics RN Ruth Peters spent 16 weeks in a part-time fellowship to develop knowledge related to nursing scope of practice in the assessment and management of incontinence in the Urology/Urodynamic clinic setting. She also developed a staffing protocol for the effective use of nurses in the outpatient Urology/Urodynamic clinic setting.

"I began my fellowship by focusing on how the role of the RN in Urology is changing, particularly when it comes to scope of

practice," Ruth explains. "I embarked on an extensive research project, and networking with the Urology Nurses of Canada led to contacts with RNs and Nurse Continence Advisors in Ontario and Quebec." Ruth also visited St. Joseph's Healthcare Hamilton and Trillium Health Centre in Toronto where she saw the benefits of nurse-led urology clinics in action.

The American Urological Association conference in Montreal showed Ruth that the scope of practice for Urology nurses does indeed include the care planning and implementation for bladder cancer treatments, urodynamic and biofeedback studies, along with conservative assessment and treatment options for patients.

Armed with this detailed information and the RNAO Healthy Workplace Environment Best Practice Guidelines, Ruth and her colleagues put forward a Urology clinic proposal to Peri-Operative program leads, which examined the range of current NHS models of care, different staffing models in outpatient Urology, and recommendations for the future.

"The proposal was embraced by Urologists and leaders because it will reduce turnaround times for patients," Ruth says. "We are moving forward at Ontario Street Site to increase the role of the RN and the RPN."

"Another key component of the proposal is opening up valuable time in the Operating Room by moving cystoscopy (diagnostic scope to assess bladder problems) from the OR to a clinic setting at Greater Niagara General Site and Welland Site. This is about improved patient centred care and using our resources wisely." ❖



Info in the Hands of Nurses

Last year, the Niagara Health System received funds from the Ministry of Health and Long-Term Care Nursing Secretariat for a pilot project to provide nursing staff with hand-held computers. These Personal Digital Assistants or PDAs help nursing staff with research and electronic documentation at the bedside.

The initial roll out of PDA devices began in the St. Catharines General Site Emergency Department, as well as Inpatient Units at Douglas Memorial Site and Niagara-on-the-Lake Site. More funds have been made available to expand the roll-out this year – expected in late spring at Greater Niagara General Site ER and Brock Surgical Inpatient Unit, as well as C3E and C3W Medical Units at St. Catharines General Site. Wireless service must first be installed in these clinical units.

This initiative increases the availability of equipment to support nurses in the provision of patient care. The PDA project also supports the government’s commitment to enhance the work environment of nurses and foster the delivery of inter-professional care. ❖

RN Helen Potter has seen many technological changes in more than 30 years of nursing, all at Douglas Memorial Site. Here, she uses a PDA tablet at the bedside of patient Lois Anzovino.



NATIONAL NURSING WEEK MAY 10 - 16 *Nursing: You Can't Live Without It!*

National Nursing Week is an opportunity to promote and show appreciation for the vital role nursing plays in the health system and in the lives of our patients/clients and their families. Once again, we’re hosting a series of events, including Nursing Teas at each site, a Nursing Breakfast when Nursing Awards will be presented, and the annual Nursing Dinner to honour and recognize the contributions our nurses make every day. Let’s celebrate the nursing profession! ❖

COMPLIMENTS TO NURSING

Here is a sampling from the 54 compliments received in February 2010 by nursing staff.

- ✓ Thank you all very much for taking such great care of my father-in-law! Your kindness and compassion during this time was comforting.
- ✓ To each of you: You are all truly a credit to your profession. Our most heartfelt thank you for the excellent care, concern & compassion.
- ✓ From the very bottom of our hearts, we want to thank you for taking such amazing care of our little boys. We appreciate each of you and want you to know how lucky we feel to have such a wonderful team of nurses who treat each child with so much love and affection, as well as taking such great care of moms and making our time here as stress-free as possible. You are doing an amazing job and our hospital & community are lucky to have each of you!

- ✓ Thank you, thank you, thank you ... the care and respect I received while on this floor by all staff has been outstanding. You have made an unpleasant situation for me and my family bearable and I am sure my recovery would not have been so speedy if it were not for you.
- ✓ To all of the wonderful nurses: Thank you all for your wonderful support and care for both mom and baby during our stay in the hospital. You are all fantastic!
- ✓ I want to thank you all so much for helping me in my final year of school. You are all so patient and generous and willing to teach! I have learned so much from working on this unit, not only skill-wise but as a team. You are all great nurses and so compassionate. Thank you so much for all you have taught me.



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