Welcome to Our New Chief Nursing Officer!

Friends and colleagues:

It is with great pleasure that we announce the promotion of Lazara Pagan, RN, BHSA, CCM, CDMS to Chief Operating Officer/Chief Nursing Officer, effective immediately. In her role as COO/CNO for UMHC/Sylvester, reporting to Richard Ballard, Ms. Pagan will assume responsibility for all clinical operations including inpatient, outpatient, and satellite facilities, as well as education and training. She also will retain responsibility for ancillary and support services.

Ms. Pagan started her career as an OR nurse at Anne Bates Leach Eye Hospital, eventually becoming a nurse case manager specializing in catastrophic cases. For the next several years she worked in various clinical positions developing and overseeing a wide variety of programs and services, including leadership positions at both a rehabilitation hospital – where she became Director of Quality – and at United Parcel Services where she oversaw occupational health and safety in the South Florida district. She re-joined the University of Miami in 2001 as Assistant Chair in the Department of Neurological Surgery. In 2004, Ms. Pagan moved to the UMMG as Executive Director of Business Development and ultimately oversaw operations for the entire UMMG Faculty Practice Plan after the departure of Minor Anderson. Ms. Pagan came to UMHC/Sylvester as Associate Administrator/COO in 2007. In the past two years she has been very effective doing her “favorite things” – empowering staff, developing a culture of teamwork and accountability, and creating a great work environment for our employees and physicians to provide excellent care for our patients.

Both Dr. Jerry Goodwin and Mr. Ballard are excited about Ms. Pagan’s expanded role as COO/CNO. “Laz is known for creating operational excellence and for her strong partnerships with physicians,” said Dr. Goodwin. “Laz started her career as a nurse. Expanding her role provides the ultimate opportunity for clinical collaboration.” Mr. Ballard agrees and adds “this model, COO/CNO, is becoming more prevalent nationally as hospitals work to deliver the best quality care for their patients. It’s all about the patients.”

Please join us in congratulating Ms. Pagan and welcoming her to her new role as COO/CNO.

Jerry Goodwin, MD  
Director, Sylvester Comprehensive Cancer Center

Richard Ballard  
Hospital Administrator, UMHC/Sylvester
To All Our Colleagues...

Happy Thanksgiving

Inspirational Quotes

“As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.”

- John F. Kennedy

“Gratitude unlocks the fullness of life. It turns what we have into enough, and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend. Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow.”

- Melody Beattie
HOSPITAL LEADERSHIP NEWS:

Richard Ballard, BS, MS, joins our Sylvester Comprehensive Cancer Center family as the new Administrator. He is responsible for the facilities’ daily clinical operations, including management of all administrative, fiscal, and personnel resources.

Prior to joining us, Richard was the Associate Operating Officer for Women’s and Children’s Services at Duke University. In this role, he was responsible for the programmatic and fiscal operations of the 192-bed Children’s Hospital and the 70 bed women’s services.

Throughout his 30-year career, Richard has held positions in business development, strategic planning, and performance improvement. He has an extensive record of working collaboratively with physicians, nurses, and staff to improve the quality of patient care and satisfaction as well as physician and staff satisfaction. He is described as a servant leader known for enabling hospitals to become the destination where patients want to receive care, and where physicians and staff want to work.

Richard has a Bachelor of Science in Health Services Administration from Providence College and a Master of Science in Health Care Management from Rensselaer Polytechnic Institute. He has won several professional awards and is often a speaker at national healthcare forums. Richard also is involved in his community, and has served on numerous boards including the National Board of Advisors, Duke Children’s Hospital and the Make-A-Wish Foundation of Raleigh.

Welcome Mr. Ballard!
Hospital Administrator
Sylvester Comprehensive Cancer Center
What began as a concept formulated by a nurse and physician in 1965 has grown into an internationally recognized profession which has positively impacted our healthcare system.

Although the role of the nurse practitioner is 44 years young, it has evolved its role across a continuum of specialties. During the first decade, an estimated 65 nurse practitioner programs existed focusing on pediatrics, women’s health and family specialties. There were an estimated 1000 nurse practitioners in practice. In comparison, today there are over 300 nurse practitioner programs in the United States with an estimated 125,000 nurse practitioners in practice.

The role of the nurse practitioner is found throughout all specialties whether it be mental health, family, oncology or acute care. Additionally, the role has expanded beyond the walls of hospitals. Today, nurse practitioners can be found in government, schools, administration and even corporate America.

The future of nurse practitioners is a bright one. Although there has been many obstacles along its evolution, it is evident we have only reached the surface of the potential nurse practitioners can offer to the healthcare setting.

**Facts about Advanced Registered Nurse Practitioners (ARNPs):**

- Approximately 8,000 new NPs prepared in 2008.
- 88% of NPs have graduate degrees, & 92% of NPs maintained National Certification.
- 96.5% of NPs prescribe medications and wrote an average of 19 prescriptions daily.
- NPs write approximately 556 million prescriptions annually.
- NPs have controlled substance prescriptive authority in all states except for two: Alabama & Florida.
- There are 125,000 NPs currently practicing in the US today.
- There are over 80 NPs who are practicing in the UHealth System.

*Source: American Academy of Nurse Practitioners & University of Miami School of Medicine Office of Human Resources.*

*Contributed by: Karen R. Stephenson, MBA, ANP-BC, OCN, Director, Advanced Practice Division of Hematology and Oncology, University of Miami Miller School of Medicine.*
Tricia King, ARNP, will be joining Dr. Mark Goodman. Tricia graduated with her Family Nurse Practitioner from Columbia University in New York and for the past three years has worked for a local internal medicine/cardiology practice. Tricia lives in North Miami with her husband and one year old daughter.

Welcome Tricia!

Welcome to Maxine De Llanos, BSN, RN! Maxine joins the Quality Management Team as the new Quality Manager. Maxine has a passion for patient safety and is excited to hit the ground running with the great team at UMHC/Sylvester. From her diverse experience from travels throughout the country as a former active duty Navy Nurse and a background in quality management, case management, clinical nurse education and home health, Maxine will be an asset to our organization. As an UM Alumni, she is delighted to be back home and part of the UM family again. Maxine looks forward to working together with everyone to continue ensuring top quality patient care.

Welcome Maxine!
The Quality Management and Pharmacy departments presented an educational session for the staff at UMHC/Sylvester: “Medication Safety: Our Number 1 Job” on Friday, October 23, 2009. This was in recognition of National Healthcare Quality and National Health-system Pharmacy Week that coincided October 18-24, 2009. Both are observed every October through their prospective national associations that represent healthcare and pharmacy professionals. Each national association has a counterpart at the state level. The Florida associations, FAHQ (Florida Association of Health Care Quality) and FSHP (Florida Society of Health-system Pharmacists), received proclamations from Governor Charlie Crist.

The event centered on the value and focus of innovation, quality, quality improvement, safety and effective healthcare provided by the staff at UMHC/Sylvester. Arrays of posters were presented to depict the practices that are in place to ensure safe and effective medication management, thus enhancing patient outcomes. The major topics included; new improvements in the Pyxis Medstation system, new anti-coagulant therapy program and the proper process of medication use, including correct labeling and the five right of medication administration. Light refreshments were provided throughout the session. Various members of the clinical staff, nurses, physicians, pharmacists, and executive administrative staff attended.

Linda Douglas and Gloria Dominguez, LPN
MEDICATION SAFETY FAIR AT SYLVESTER!

Linda Douglas, Richard Ballard, BS, MS, Maxine De Llanos, BSN, RN

Denise McMahon, BSN, RN, OCN, Maria Cabrera, MA, BA, RN, Cathy McQuinn, RN, and Estella Barragan, CNA

Jean Tyson, RN and Beverly Spalding, MSN, ARNP-BC

Jess De Jesus, RPh, Pharm D., and Linda Douglas

Poster submitted by CTU nursing staff
Rapid Response Team:

The Rapid Response Team currently consists of:

- The Patient’s primary care RN if patient is in a clinical area
- Designated Code Blue Nurse of the area for that day
- Rapid Response Physician
- Rapid Response Nurse Coordinator
- Support Services if needed: Transportation, Radiology, EKG, Pharmacy, etc.

The team has continued to expand and develop primarily meeting the needs of our patients. The Rapid Response Team coordinators have been an asset in the success of the team by:

- Improving management of patient’s care and outcomes
- Decreasing emergent interventions (e.g. Code Blue)
- Improved employee & patient/family awareness
- Increase knowledge level and skills for staff
- More coordinated transfer of patients to higher level of care
- Encouraging collegiality between departments

Reference: www.IHI.org How to Implement Rapid Response Teams

Front row from left: Angela Olier-Pino, Ana Espinosa, Haydee Kapin, Jeannette Garcia-Slanker, Jackie Cereijo, Maria Cabrera, Claudette Edwards, Cathy Mamas; Back row from left: Nicole Doell, Deborah O’Connor, Monica Alexander, Dianne McKenzie, Jean Tyson
THE ISSUE:
– Continued unsafe practices by some health care professionals in clinical settings throughout the United States caused the transmission of blood borne viruses and other microbial pathogens to patients during routine healthcare procedures.

– As result of above, more than 35 outbreaks of viral hepatitis have occurred in the United States in the past 10 years. These outbreaks have resulted in the transmission of either hepatitis B or C to more than 500 patients.

– The unsafe practices that were used by physicians and/or nurses in these outbreaks can be categorized by:
  • syringe reuse between patients during parenteral medication administration to multiple patients;
  • contamination of medication vials or intravenous (IV) bags by accessing them with a used syringe and/or needle; failure to follow basic injection safety practices when preparing and administering parenteral medications to multiple patients;
  • Inappropriate use of finger sticks devices and glucometer equipment between patients.

THE SOLUTION: APIC strongly supports adherence to the following:

– Use aseptic technique at all times.

– Adhere to appropriate hand washing techniques, appropriate storage, preparation and disposal of all medications and supplies.

THE BOTTOMLINE:
– All health care workers are required to adhere to all infection prevention practices by all healthcare workers to promote health and safety of all the patients.

– Adherence to required infection prevention practices should prevent cross contamination, transmission and outbreaks of infections due to unsafe injection, infusion and medication handling, and preparation and administration practices.

FOR MORE INFORMATION:
Maggie Kane
Infection Control Practitioner at
305-243-3374
Thanksgiving Day Banquet

In recognition of the patients, patient families, and staff who spent Thanksgiving at Sylvester, Dr. Goodwin, MD, Richard Ballard, and Lazara Pagan hosted a series of lunch and dinner services.

For the first time, Thanksgiving lunch and dinner was served in appreciation for employees who worked on the holiday. Elizabeth Garcia, RN, commented that, “it was so beautiful, it felt good that our hard work was not forgotten”, “The food was delicious”, added Marcia Johnson, RN. The employee luncheon was held in the physician’s lounge while the dinner, intended to recognize employees working the night shift, was held on the inpatient unit. The event brought about feelings of teamwork and gratitude as the pharmacy, lab, and nursing staff all dined together.

To support patients and their families who spent the Thanksgiving holiday at Sylvester, administration worked in conjunction with Robert Notte of UMH Food Service who was delighted to participate in the Traditional Holiday Meal for both patients, families and employees in the “UCare Health System”. UMH Food Services looks forward to the continued partnership. The MOHS clinic was set up as a dining room to entertain patients and their families during the luncheon. Full course menus were made with choices that included turkey, salmon, and pumpkin pie.

We would like to extend a thank you to all the staff members who contributed to the coordination of this event, it was truly a success for both patients, their families, and employees alike. Thank you!

“It was so beautiful, it felt good that our hard work was not forgotten”.

-Elizabeth Garcia, RN

SYLVESTER NURSING NEWSLETTER
Thanksgiving Day Banquet

Happy Thanksgiving

BEVERAGES
- Orange Juice
- Cranberry Juice
- Strawberry
- Apple Juice
- Banana

CEREALS
- Oatmeal
- Corn Flakes
- Raisin Bran
- Rice Krispies

THURSDAY'S FEATURE
- Low Cholesterol Eggs
- Scrambled Eggs
- French Toast
- Grilled Sausage Links

BREADS & SPREADS
- Toasted Bagel
- Margarine
- Jelly
- Roll
- Lite Cream Cheese

BEVERAGES
- Coffee
- Decaf Coffee
- Iced Tea
- Decaf Iced Tea
- Whole Milk
- Skim Milk
- Hot Skim Milk
- Lemon
- Extra Sugar

ROAST TURKEY & DRESSING
Served with Cream Beans and Mashed Potatoes

BAKED SALMON
Served with Mash Potatoes and Peas

ON THE SIDE
- Turkey Noodle Soup
- Baked Potato

BREADS & SPREADS
- Dinner Roll
- Bread
- Wheat Bread
- Margarine
- Jelly

FINAL TOUCH
- Apple Pie
- Fresh Fruit Cup

BEVERAGES
- Coffee
- Decaf Coffee
- Tea
- Decaf Tea
- Whole Milk
- Skim Milk
- Lemon
- Cream Extra
- Sugar

POT ROAST OF BEEF
Served with Whipped Potatoes, Gravy and Broccoli

VEGETABLE LASAGNA
Served with Garlic Herb Dressing and Enzos

ON THE SIDE
- Cup of Beef Noodle Soup
- Rainbow Gelatin Salad

BREADS & SPREADS
- Dinner Roll
- Whole Wheat Bread
- Margarine
- Jelly

THE FINAL TOUCH
- Seasonal Fresh Fruit
- Peach Crisp

BEVERAGES
- Coffee
- Decaf Coffee
- Iced Tea
- Decaf Iced Tea
- Whole Milk
- Skim Milk
- Lemon
- Cream Extra
- Sugar
We are continuing to offer H1N1 vaccine to all Sylvester employees.

We hope to administer many more vaccines before the Thanksgiving break.

For those considering whether or not to receive the immunization, information about the H1N1 vaccine, including information about H1N1 vaccine myths, please check the CDC website for more information at www.CDC.gov

We continue to encourage employees in the following categories to become vaccinated as soon as possible:

- Pregnant women
- People who live with or care for children younger than six months old
- Health care personnel
- People between the ages of six months and 24 years old
- People 25-64 years of age who are at higher risk for H1N1 because of chronic health disorders or compromised immune systems.

I Look forward to seeing you,

Ricki Meadvin, BSN, RN, OCN
Employee Health Coordinator
Sylvester Cancer Center

Take these everyday steps to protect your health:

Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.

Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.

- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.

If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone without the use of a fever-reducing medicine.) Keep away from others as much as possible to keep from making others sick.

Source: www.cdc.gov
Dr. David Arnold is a surgical oncologist specializing in head and neck surgery. When he’s not in surgery, Dr. Arnold serves on the OR Committee and acts as a physician champion for the electronic medical records initiative, UChart. Dr. Arnold is a Miami native, a graduate of Ransom Everglades High School as well as an alumni of the University of Miami Miller School of Medicine.

Dr. Arnold’s interest in head and neck surgery began when he made the decision to watch a neck cancer surgery performed by Dr. Jarrard Goodwin, MD, who was the chair of otolaryngology at the time.

Dr. Goodwin is now the director for Sylvester while Dr. Arnold has become an invaluable head and neck surgeon at Sylvester as well as a consummate professional who is admired by both staff and patients alike.

“I think he is a very high-quality person who cares a great deal about his patients” Dr. Goodwin says of Dr. Arnold. “I also recognize in him someone who can work with others. Finally, I find him to be very good as a surgeon”.

It’s no secret that Dr. Arnold is an incredibly skilled surgeon, however, the reason Dr. Arnold has been chosen as November’s Physician Champion is due to his incredible ability to remain humble, charismatic, and proactive with all patient-related program improvements in the hospital. According to Maria Cabrera, MA, BA, RN, Director for Perioperative Services at Sylvester, “Dr. Arnold always serves with a smile, he is very team-oriented and constantly enhances learning with the staff."

We would like to commend Dr. Arnold for his kind heart, warm smile, and compassion for his profession as well as his patients.
On November 12, 2009 and Evidence-Based Practice lunch and learn was held here at Sylvester focusing on the analysis of EBP nursing models when moving forward as an organization establishing an EBP initiative. An analysis of nursing knowledge with references to theory and research connecting to bedside practice were emphasized. Various nursing models were discussed including the Rosswurm & Larrabee Model for evidence-based practice adapted for the Jackson Health System. The one hour presentation was done with the vision of collaborating with other members of the healthcare community supporting EBP initiatives.

According to National Nursing Practice Network (2009) the vision of EBP must include:

- Fostering exceptional healthcare outcomes of individuals, groups, and communities receiving nursing care in a variety of healthcare environments.
- Advancing professional nursing practice through the application of evidence in care delivery.
- Supporting on-going nursing leadership development for evidence-based practice.
- Increasing our understanding of the mechanisms and strategies that foster use of evidence by those delivering healthcare services.

Citation: Dr. Billy Valdez, *Relationship Based Care: Promoting Collaborative Practice EBP Dissemination*
So far in 2009, Ana Espinosa and Dr. Billy Valdes have conducted 4 classes and will continue teaching through out the year.

Ana and Dr. Valdes have had 76 attendees to date. The chart below shows the baseline assessments made by the nursing staff regarding barriers to the success of Evidence-based Practice:

Goals for overcoming barriers to the use of Evidence-based Practice:

1. Continue to increase nursing staff awareness of the significance of EBP.
2. Incorporating EBP in nursing shared governance structure.
3. Advocating for an increase in other informational resources for nursing staff through classes on literature searches and the implementation of journal clubs.