A Message from:

Anne C. Smith, MBA, MSN, RN, OCN
Chief Nursing Officer:

This month’s newsletter is even more exciting than the last. We have a new section entitled “Physician Champions” in which we will feature physicians like this month’s champion, Dr Manjarrez, who is a true nurse advocate and partner.

We are also featuring our own, Ana Espinosa, MBA, BSN, RN, OCN, director of the SDGs, who was selected to present her poster at the 3rd Annual South Florida Research Consortium Conference. This is quite an honor both for Ana and for the Sylvester nursing department.

I also want to call your attention to your nursing leadership’s attempt to reinvigorate your unit practice councils (UPCs). These councils and their members are your duly elected representatives. They provide you with a voice in the practice of nursing at Sylvester.

Your nursing leaders believe in the concept of shared governance which is based on the underlying principle: decisions regarding patient care should include input from those who are closest to the work, and who is closer to the work than you? You should share in the decision making processes that affect your nursing practice. Please get to know your UPC members, support them, and give them your feedback on the important issues they are working on for your unit. They are your key to having your voice heard and making your opinion count.

Your nurse leaders are also working on updating our professional practice model. Our current model is patient-centric and is based upon the provision of patient-focused nursing care. Although this model has served us well, it may not be the perfect model to carry us into the future. Please give this some thought, discuss it with your colleagues, and provide feedback to your nurse managers and directors. We want the new model to reflect your feelings and encourage pride in being a Sylvester nurse.
Welcome to our 2nd Issue!

A Letter from Dr. O’Neill

“I was just reviewing the Press Ganey surveys for July and wanted to tell you how incredibly proud I am of your outstanding work for us!! Across the board your patient satisfaction results are in the 90th percentile. This is the consistency that we absolutely MUST have to excel as a health system! These results did not happen by accident. It is also not a coincidence that our volumes and profitability are so much better! I can recall in late last year when we had grave concerns about volumes and finances of UMHC. You folks have done just an amazing job and I want to send a personal note of thanks for the outstanding efforts! I hope we can ‘best practice’ UMHC across the organization.”

William W. O’Neill, M.D., FACC
Executive Dean for Clinical Affairs
Chief Medical Officer
University of Miami Health System

2009 NDNQI RN Satisfaction Survey Results Update:

All nursing directors were provided with a PowerPoint presentation detailing the results for the units that participated in the survey. The nursing directors will be responsible for presenting the results to their staff.
Involvement in the National Research Consortium:
Poster Presentation

Ana’s poster submission entitled “Compassion: A Concept Analysis” was approved for entry in this year’s 3rd Annual Research Conference hosted by the South Florida Research Consortium. This year’s theme is “Practice to Research Solutions: Local To International Perspective”.

This interview was conducted in reference to a study done by Susan Kreimer entitled, Study Shows Nurses Have Positive Impact with End-Of-Life Care. The study is available on: www.NursesConnect.com

Ana Rosa Espinosa, MBA, BSN, Director, Site Disease Groups
Nurses on the Move Continues...

Vicki Angulo–Vasquez, MSN, ARNP (Right) works in the CTU and is shown here precepting Marina Oporta, (Left) who is an MSN (Family Nurse Practitioner Track) student in her senior year at the UM School of Nursing.

Kathleen Adams, MSN, FNP, BSN, RN
Currently works in Site Disease Group as nurse coordinator. In August of 2009 she completed her MSN-Family Nurse Practitioner from Florida International University.

Jessica Macintyre, MSN, ARNP, BC, OCN
Is an ARNP currently working with Dr. Rocha-Lima and is the President of the Miami Dade Chapter of the Oncology Nursing Society. She has been working for UM for six years.

Mabel Ribe, MSN, RN
Is an RN in the Cardiology division. She completed her MSN in Education from the University of Miami School of Nursing and received a GPA of 4.0!

Eileen Butler, MSN, RN, OCN, is our Oncology Nurse Educator and completed her MSN in Education from the University of Miami School of Nursing and achieved a GPA of 4.0!

We are so proud of you!
News Bits

Congratulations to Karin Kimball, RN, OCN for her success in passing her Oncology Certified Nurse exam.

Best wishes to Carmen Lazo, MSN, ARNP, BC, Employee Health ARNP. Carmen has transferred to UMH and will be working in the first UHealth Worker’s Compensation Clinic. She did an outstanding job at Sylvester as our Employee Health Nurse!

Best wishes to Kathleen Cooper, RN, from Nursing Education. She has decided to join her husband’s medical practice in the Bahamas. She did a remarkable job as a nurse educator!

Jessica Wang, ANP-BC,AOCN has accepted a position at the VA in Hematology/Oncology, her last day was September 25th. We wish her all the best in her new job!

Best wishes to Jennifer Herrera-Perdigon, ANP-BC, on the birth of her 3rd son Kristofer on September 14th, 2009. Congratulations!

Welcome to Kilea Melang, BSN, RN a new graduate from the UM School of Nursing who has joined our staff in the Surgical Oncology & Hematology Oncology Clinics.

Welcome to Erin Lyden, MSN, ARNP, a new graduate from the FNP program at UM, Erin joins the breast cancer group and will be working with Dr.’s Slingerland, Lippman and Pegram. Erin previously worked in the oncology unit at Baptist Health System prior to joining the UM family.

Welcome to Kilea Melang, BSN, RN a new graduate from the UM School of Nursing who has joined our staff in the Surgical Oncology & Hematology Oncology Clinics.

Welcome Back!

Evelyn Perez-Rojas, MSN, ACNP, BC, OCN, who joined us this past September 14, 2009 as a full time ARNP in Interventional Radiology. Evelyn was once an RN in CTU and became a Nurse Practitioner in Hematology Oncology. She graduated from Barry University in the Adult Health Acute Care Nurse Practitioner Track.

We are delighted to have you back!

Karen R. Stephenson,
MBA, MSN, ANP-BC, OCN,
The Director of Advanced Practice in the Division of Hematology Oncology, and a student in UM’s DNP program, Karen has had her poster entitled “It’s More than Body Image - Design and Implementation of a Sexual Wellness Clinic”, accepted for presentation at the Doctors of Nursing Practice Conference in Aventura, being held September 30th - October 2nd, 2009 and at the Oncology Nursing Society’s Advanced Practice Nursing Conference in Tampa, November 12th – 14th, 2009.
Employee Health Update!

Answers to Frequently Asked Questions Regarding H1N1

According to the Center for Disease Control (CDC):

How do I know if I have the flu?
You may have the flu if you have some or all of these symptoms:
fever *, cough, sore throat, runny or stuffy nose, body aches, headache, chills, fatigue,
and sometimes diarrhea and vomiting.

*It’s important to note that not everyone with flu will have a fever.
If you get sick with flu-like symptoms this flu season, you should stay home avoid
contact with other people except to get medical care.

Are some people more susceptible to flu complications than others?
Some people are more likely to get flu complications and they should talk to a health
care provider about whether they need to be examined if they get flu symptoms this
season. They are:
- Children younger than 5, but especially children younger than 2 years old
- People 65 and older
- Pregnant women
- People who have: cancer, blood disorders (including sickle cell disease),
chronic lung disease [including asthma or chronic obstructive pulmonary
disease (COPD)], diabetes, heart disease, kidney disorders, liver disorders,
neurological disorders (including nervous system, brain or spinal cord),
Neuromuscular disorders (including muscular dystrophy and multiple
sclerosis), weakened immune systems (including people with AIDS)

Also, it’s possible for healthy people to develop severe illness from the flu so anyone
concerned about their illness should consult a health care provider.

What are the emergency warning signs?
In adults, emergency warning signs are: difficulty breathing or shortness of breath,
pain or pressure in the chest or abdomen, sudden dizziness, confusion, and/or severe
or persistent vomiting. Anyone with these symptoms should seek medical attention
right away.

More information can be found at: www.aboutCDC.gov

Educational Corner

Find all available educational courses in our monthly calendars or by calling the
Education office at 305-243-9192.

Classes offered this month:
Chemotherapy and
Biotherapy, CPR, ACLS, EKG

Chemotherapy and
Biotherapy Course with
Eileen Butler,
Wednesday &
Friday
October 28th and 30th
Jackson Towers
Room 730
8:00am-5:00pm

CPR
Tony Astles, RN
Thursday
October 15th
12:15-2:30 pm

Friday
October 16th
7:45-10:00 am
For more times and dates call
the education department
Employee of the Month:
OPD-1/SPINE UNIT

“Madeline Morales, LPN is our unit employee of the month! Madeline came to the OPD-1/Spine Clinic as an agency nurse for six months. Due to her outstanding performance, she was hired in September, 2007. Since then, she has provided excellent patient care and has shown a high commitment to her unit. Madeline is a valuable asset to our clinic. She is always flexible to our clinic’s needs.

She is also responsible and committed to her nursing duties. The nurses in our unit love to work with Madeline! We are honored and very proud to name her our unit’s employee of the month! Congratulations Madeline, you deserve it!”

Jacqueline Cereijo, MBA, BSN,RN, OPD1/Spine Clinic Manager

Featured Unit of the Month: Inpatient

In an effort to promote team-work and collaboration amongst the inpatient staff, the inpatient unit held their 1st annual picnic on August 23, 2009 at Oleta State Park in Miami. See pictures below of day and night nursing staff, nursing education and respiratory therapy employees!

Michelle Lewis, Admin Asst, Gina Dambreville, RN, Johanna Maseda, BSN, RN, Claudette Edwards, BSN RN, Rachel Diaz, CNA (from left to right)
More on the **INPATIENT UNIT:**

Employee of the Month 2009

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<th>Month</th>
<th>Employees</th>
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<tr>
<td>January</td>
<td>Marcia Barnaby &amp; Rachel Diaz</td>
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<td>February</td>
<td>Marcia Johnson &amp; Barbara Coney</td>
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<td>March</td>
<td>Andrea Guy &amp; Charline Altidor</td>
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<tr>
<td>April</td>
<td>Gina Dambreville &amp; Marlene Etienne</td>
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<td>May</td>
<td>Margarette St. Charles &amp; Michelle Lewis</td>
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<td>June</td>
<td>Arliene Castillo &amp; Sonia Aime</td>
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<td>July</td>
<td>Johanna Maseda &amp; Charline Altidor</td>
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**Inspirational Quotes**

How far you go in life depends on your being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and strong. Because someday in your life you will have been all of these.

—*George Washington Carver*

Consult not your fears but your hopes and dreams. Think not about your frustrations, but about your unfulfilled potential. Concern yourself not with what you tried and failed in, but with what is still possible for you to do.

—*Pope John XXII*
“Today is my 20th anniversary here at UMHC/Sylvester. I have spent most of my professional career in this institution. I would like to thank each of you for always supporting me and believing in me. Thank you all for all the opportunities that you have provided me throughout the years. I feel very proud to be part of Sylvester”.

“I thank Dr. Goodwin for being a great medical director and for always supporting me. I am honored to have been able to be part of the leadership team in the past. Even though, I have been in a different role since I had my son, I still remember and cherish all of the years that I was part of the leadership team”.

“I thank Anne for always allowing me to grow as a nurse and for supporting and approving the various roles that I’ve had in this institution. Without Anne’s support, I would not have been able to grow within this organization”.

September 11, 2009

Barbara V. Sans, BSN, RN
Compliance Nurse Educator

EVIDENCE-BASED PRACTICE LECTURE:

Nursing Research and Evidence Based-Practice in a Healthcare Organization

1 CEU

Speaker:
Ana Rosa Espinosa, MBA, BSN, OCN

Dates:
Wednesday, October 7th 2009
Monday, October 12th 2009
12:00—1:00 PM
Sylvester 1301

RSVP by October 5th 2009
305-243-5302
Seating is limited
Did you know that the nursing department has a Nursing Policy & Procedure Committee? The committee was revamped in April 2009. The members include: Anne Smith, Deborah O’Connor, Maria Cabrera, Claudette Edwards, Diane McKenzie, Jeannette Garcia-Slanker, Tony Astles, Haydee Kapin and Barbara Sans as Chair of the Committee.

The Committee meets on the 3rd Tuesday of every month to establish, review, revise and maintain nursing policies and procedures which facilitate quality nursing care at Sylvester. One of the main objective of the Committee is provide nursing with current policies and procedures to serve as guidelines for practice.

Some of the most recent accomplishments that the Committee has been able to achieve as part of the revamping process include:

- Updating Committee Goals and Objectives
- Updating the Policy Revision Process
- Including Policy & Procedure Committee information in the nursing leadership shared drive
- Policies are posted on the shared drive for members to review prior to the meetings
- The policy approval form was created in order to ensure that nursing policies/forms are approved by the committee prior to obtaining approval from other hospital committees
- Improving communication with directors as to when a new or revised policy will be posted on the policy website
- Creating a participant roster (sign-in sheet) to assist the directors with record keeping to track which employees have reviewed the newly posted policies

Please contact your director or manager if you are interested in participating in the Nursing Services Policy & Procedure Committee or would like to assist in reviewing, revising or creating new policies.

Barbara V. Sans, RN, BSN
Compliance Nurse Educator, Nursing Services
Policy & Procedure Committee Chair
Dr. Manjarrez

Efren Manjarrez, M.D., F.H.M. is an assistant professor of clinical medicine and the director of clinical operations of the division of hospital medicine at the University of Miami, Miller School of Medicine. He co-founded one of the first medicine/pediatrics hospitalist programs in the country, then founded the hospital medicine service at the University of Miami, Miller School of Medicine. He participated on the Society of Hospital Medicine Handoffs Task Force which wrote the White Paper on Handoff Communications. He completed a faculty development fellowship in general internal medicine at the University of North Carolina, Chapel Hill. Dr. Manjarrez is Board Certified in internal medicine and previously in pediatrics. Dr. Manjarrez has been an asset to the clinical operations of the inpatient unit and to the hospital overall,

“He is by far an excellent role model, embodying the practice of best practice. He has done, and continues to do, a remarkable job in ensuring that the highest degree of quality care is delivered. His leadership style promotes collaboration and partnership with nursing and other healthcare providers. His energy and dedication are limitless when it comes to doing the right thing for patient care. It is a pleasure to work with him”.

Anne C. Smith, MSN, MBA, RN, OCN, Chief Nursing Officer and Associate Administrator for Clinical Services

Inpatient nursing staff & Claudette Edwards, BSN, RN, Director Inpatient Unit

“Dr Manjarrez is an ideal role model for physicians and nurses alike. His style of leadership is collaborative and consensus-driven. It has been a pleasure to work with him to establish the inpatient hospitalist program at Sylvester. His enthusiasm and dedication are contagious and it is the rare person who can say “no” when Efren seeks assistance.”

Dr. Manjarrez is Board Certified in internal medicine and previously in pediatrics. Dr. Manjarrez