

# Hilo Medical Center January Nursing Newsletter



## 2024-2026 Nursing Strategic Plan

- **Enhance Staff Engagement**
  - Promote internal recognition
  - Strengthen nursing employee engagement
- **Empower Transformational Leadership & Professional Development**
  - Implement nursing research
  - Nurse mentoring program
  - Create an ethical framework for decisions
- **Strengthen Workforce Strategy**
  - Maintain the organization's BSN rate above 80%
  - Address burnout/Create a wellness program
  - Emphasize workplace safety
- **Optimal Financial Oversight and Stewardship**
  - Obtain funding, design, and build an expanded Intensive Care Unit and Progressive Care Unit.
  - Create an innovative program to reduce premium labor expenses and decrease the financial strain.
- **Achieve High Reliability in Quality and Safety**
  - Units conduct a Root Cause Analysis on all hospital-acquired conditions on their units to achieve direct unit input.
  - Implement High-Reliability Platform by Press Ganey



## PATIENT CENSUS FY 2023

<b>ADMISSIONS</b>	<b>9,723</b>
<b>ED VISITS</b>	<b>49,863</b>
<b>BIRTHS</b>	<b>919</b>
<b>EAST HAWAII HEALTH VISITS</b>	<b>129,711</b>

# Daisy Nurse Leader

I want to nominate Michelle Chow from the Cardiology Clinic for the Daisy Nurse Leader Award. I have had the privilege and honor of knowing Michelle for the last seven years.

Michelle is the matriarch of the Cardiology Clinic, which provides care to approximately eight hundred patients a month. She sets a high standard for the care provided in her clinic to ensure exceptional outcomes and prevent the rehospitalization of their patients. More often than not, you can find her working late into the night, well past business hours, and coming in on the weekend to ensure that the approximately two hundred referrals to the clinic are pre-authorized and scheduled timely.

She always ensures that each employee feels valued and has the tools to do their job to provide the best care for their patients. She works tirelessly on the provider's schedule so that follow-up appointments for patients are with the provider who completed their hospital intervention, maintaining continuity of care. She rearranged Dr. Juneau's schedule at the last minute so that he could attend a patient reunion in the ICU.

There is a sense of camaraderie whenever you walk into the clinic, which puts patients' worries at ease due to her leadership and role modeling. She has brought this wonderful group together and maintains the high-functioning clinic. The hospital, community and patients are better off because of Michelle Chow.



Congratulations to the Surgical/Pediatric Unit for having the highest rate of Flu vaccinated staff as of January 1st!



It's not too late to get your flu vaccine today. The outpatient pharmacy is offering on-site flu shots for staff!

# NEW EVIDENCE-BASED PRACTICE ON LABOR & DELIVERY

Hilo Medical Center proudly announces that our OB department started a C-section recovery pilot program in September. Caitlyn Brock, the OB Nurse Manager, and Alisha Alip, the OB Educator, held several work groups to discuss the new process so that staff could provide direct input. They also started the pilot program by volunteering to be the first to trial the new process. After each recovery during their pilot program, staff were given the opportunity to debrief and make recommendations for process improvements, ensuring they had all the required supplies and understood the process. Patients were also asked about their experience and have had multiple positive responses! Numerous patients stated this was their best c-section experience at Hilo Medical Center.

Caitlyn wanted to thank the following staff for taking the initiative and volunteering to be the first group of staff to go through recovery training.

- Chelsea Requelman
- Maya Takaba
- Melissa Moats
- Desiree Zimmer
- Emme Furuya
- Anna Golden
- Sharay Souza
- Krystle Bala
- Brooke Sakuma
- Olivia Brinkman

A special thank you to Dr. Robey and Dr. Reidy for being strong supporters and physician champions of this initiative!

Recovering patients while allowing them to stay with their babies is one of the most significant benefits of the implementation of this new process, as it will enable our c-section patients the opportunity to experience the "Golden Hour." The "Golden Hour" is a beneficial time within the first 60 minutes of life when mom and baby have uninterrupted skin-to-skin contact and initiation of breastfeeding, which promotes:

- Stabilizing baby's body temperature
- Improves cardiorespiratory stability
- Increased breastfeeding rates
- Decreased stress on the newborn
- Stabilizing baby's blood sugar
- Strengthening the emotional bond between mother and baby



## GREAT JOB OB!

# Patient Positive Comment Corner

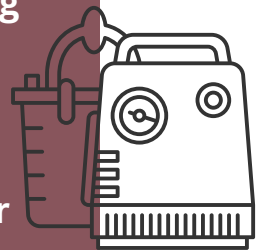
- Nurses were very attentive to my request for extra pillows, leg massager and oral hygiene items. They were very helpful, kind and prompt in getting what I needed.
- Given the pressure nurses work under I was most impressed by their kind and caring attitudes.
- Thanks to everyone, that was caring for me from ER, Short Stay, and Overflow, you all are so amazing in what you do and train for... Thank you for your services.
- The nurses were so kind and caring & helped ease my fears.
- The nurse held my hand and was so gentle & kind when she had to ask me about my decision to be resuscitated, as I was hospitalized over heart issues. She knew I was scared & she was so kind and reassuring.
- These nurses were like angels, keeping me warm, massaging my neck when I had a bad spasm, checking on me to make sure I was okay. Very respectful, compassionate, making me comfortable with procedures I had not experienced before.

Positive  
Vibes  
Only

**November 12, 2023**

The house supervisor notified the administration early in the morning that the vacuum motor had gone down, and the hospital had to use portable suction.

For OR, suction is crucial to help dispose of the waste gases from the anesthesia machines. When the suction was not functional, the water gases would stay in the room, putting the entire team in danger! Immediately, an emergency meeting with the executive team, maintenance, and nursing leaders was held to devise a plan for the waste gases in the OR. Linda from Biomed received instructions on how to re-pipe the gases out of the building from the engineer who services and repairs our anesthesia machines. After hours of work on Sunday afternoon, Linda and Ross were able to re-route the four anesthesia machines, and the OR could perform cases with little to no interruptions.



*Thank you to everyone who helped find a safe solution. Great collaboration by all!*

# 2024 Annual Nursing Report

*Nursing is a progressive art such that to stand still is to go backward.*

*-Florence Nightingale*

Aloha,

We appreciate your passion, dedication, and endurance in providing quality care for our patients, family, and community. In this annual nursing report for Hilo Medical Center, I share our most impressive accomplishments from 2023. It truly is an honor to work with such an outstanding team.

-Nursing Administration

## Transformational Leadership

We are proud that several of our nursing leaders were able to attend Leadership Academy put on by our CEO, Dan Brinkman. Leadership Academy is a program that focuses on creating consistency and baseline knowledge on how to be a great "Go Malama" leader while achieving our mission to improving our community's health through exceptional and compassionate care.

Our organization understands the importance of supporting professional development and investing in workforce development in order to have a succession plan in leadership. This year, we graduated our twelfth Nurse Residency class with 39 new nurses representing our future leaders. Our organization demonstrated our commitment to nursing by increasing the cohorts from one to two annually. We are proud to hire 41 new nurse residents for our thirteenth class. Thank you to all the mentors and preceptors who continue to give their time to bestow their knowledge to make the nursing residents' journey at HMC successful.

Here is 2023 by the numbers:

- 25 nurses enrolled in college for their BSN or higher
- 81% of our nurses currently have their BSN
- 11 nurses earned their specialty certification
- Critical Care Training program graduated
  - 8 nurses in ICU
  - 4 in the Emergency Department



## Quality

We are proud that our Intensive Care Unit and Progressive Care Unit obtained the Beacon Quality Award through the ANCC. We are the only organization in the state to have two Beacon-awarded units.

Our Primary Stroke Program and Resuscitation achieved national recognition for their quality outcomes from the American Heart Association for the following:

- Resuscitation: Gold Plus
- Stroke: Gold Plus Elite

The Joint Commission successfully surveyed us for our triannual review with our lowest findings to date. Thank you for ensuring we are always prepared for our friends from The Joint Commission and ensuring we are using the new EOC (environmental of care) app on our hospital-issued wifi phones.

Shared Governance and Patient Experience committees across all inpatient units were created to encourage suggestions and ideas from our frontline staff to make the necessary changes for exceptional patient outcomes. Committees such as these contribute to improving our patient experience (HCAHPS) and Press Ganey scores.

## Service

With our community expanding, so are the services we offer at Hilo Medical Center. We now accept all NSTEMI patients from around the island and have even taken several from Kauai!

In short stays, a new digital communication board was installed to provide real-time updates to our patient's loved ones.

2023 was the first year of our OR robotics program! Our OR is now running five operating rooms, five days a week, and to help supplement the need for OR scrub techs, our organization created its scrub technician training program.

## Po`okela

Your nursing administration knows that it takes all of you to ensure that we provide superior patient outcomes. We are committed to the high standard of care we provide, which is why we are well on our Journey to Excellence of Magnet certification, considered the "gold standard" of nursing care by the ANCC.

Congratulations  
to SPU for  
winning the 2023  
Christmas tree  
contest!



If you would like to add information to the next newsletter, email Becca at [rmoore1@hhsc.org](mailto:rmoore1@hhsc.org)