



THE lamp LIGHTER

Methodist Hospitals Nurse Newsletter • Sept. 2022

Empowering Nurses as Collaborative Teams



**ENACT
Needs
You!**

Bringing positive change to our nursing department and Methodist Hospitals is in your hands. We are seeking nurses from throughout our organization to join our Shared Governance effort.

Our ENACT Shared Governance program enables our own nurses to collaborate with management in making key decisions about patient care, practice patterns and unit operations.

“It’s about shared decision making,” said Director of Nursing Professional Development Mary Jo Valentine, MSN, RN, NEA-BC. “ENACT is an opportunity for clinical bedside nurses from throughout the organization to interact as a group and ultimately influence how things are done at Methodist Hospitals.”

Shared Governance is the forum in which our nurses can best identify areas in need of improvement and recommend effective changes that are grounded in evidence-based, best practice research. It’s comprised of members of the Methodist Hospitals nursing team, representing both campuses, and divided into these working councils:

Advancement of Professional Development

The focus of this council is to benefit Methodist Hospitals nurses by promoting career advancement, educational opportunities, certification classes and more. It is also involved in recruitment and retention, as well as planning events and activities to improve nurse satisfaction and recognize excellence.

Clinical Quality

This council seeks to achieve optimal care by monitoring the appropriateness and effectiveness of the care delivered by the Methodist Hospitals nursing staff while assessing and ensuring compliance with established best practices.

Clinical Operations

The Clinical Operations Council is focused on the Methodist Hospitals environment of practice. It implements and maintains standards of clinical nursing practice and patient care consistent with evidence-based practice and regulatory agencies’ requirements, as well as manages our Daisy Award program.

Evidence-based Practice and Research

This council evaluates how Methodist Hospitals implements and evaluates evidence within the organization, supports our nurses in their efforts to understand, evaluate and contribute to nursing research and evaluates any nursing research proposals.

"Nurses often feel like decisions are made without their voice," Valentine said. "Participating in on one of these councils is a great way for our nurses to have their voice heard, to share decision-making at Methodist and to be involved in determining hospital-wide nursing practice."

We know Shared Governance works. It has already inspired dozens of changes that have improved patient care and satisfaction, as well as the workdays of nurses throughout Methodist Hospitals.

We're seeking nurses who have been on the floor for at least eight to ten months to join a Shared Governance council. In addition to offering a forum in which your voice will be heard, it's a wonderful way to accumulate points for your clinical ladder. Nursing leadership is also instructing managers to accommodate Shared Governance members and pre-plan their six-eight week staff schedules accordingly.

If you are interested in learning more about the ENACT Shared Governance Program, please call Mary Jo Valentine at (Northlake) 219-886-6955 or (Southlake) 219-757-7223. You can also email Mary Jo at mvalentine@methodisthospitals.org.

"If anybody is going to know the issues faced by Methodist Hospitals, it's our nurses," Valentine said.

News & Notes

- Karol Wilcher, MSN, MBA, RN, VA-BC, salutes the commitment and fortitude of her teammates **Steve Trask, RN, VA-BC**, and **Linda Stanford, RN**, during the pandemic and the Vascular Access Team (VAT) transition over the last two years: "I have observed their work ethics and behaviors to maintain the VAT. They have gone far beyond the call of duty to keep this team afloat by working extra days and long hours to meet the needs of patients and the organization."
- Congratulations **Quinella Jackson, RN, CNOR**, for earning her Perioperative Nursing Practice certification.
- Methodist Hospitals signed an **affiliation agreement with the Gary Career Center** to enable Certified Nursing Assistant students to complete their required clinical hours at the Northlake hospital. Upon completion of the clinical hours at NLC with an instructor, those students will be eligible to take their certification exam.
- **Clinical Ladder Portfolio Extension**
The submission date for clinical ladder portfolios has been changed to Friday, October 28. This submission date extension gives nurses four more weeks to accumulate points toward their final portfolio draft. Please submit your portfolio to Mary Jo Valentine, Director of Professional Development. It can be given directly to Mary Jo or your unit educator. Email Mary Jo at mvalentine@methodisthospitals.org or call 219-576-3873 with questions.

Jeremiah Mellen Strives to Promote Better Patient Interactions

Patient advocate and guest services manager Jeremiah Mellen now includes the role of patient experience manager among his responsibilities at Methodist Hospitals.

Since joining Methodist Hospitals in May, he has led the effort to expand the patient advocacy team and taken steps to improve communication between the patient advocates and the nursing staff. In early October, a new full-time patient advocate will be stationed at the Southlake Campus. That will give Methodist a full-time, on-site advocate at each campus for the first time in recent memory. At the same time, Mellen has a 100 percent open door policy to promote better communication.

"I believe the key to building good relationships, whether it's with coworkers or with patients, is communication," Mellen said. "I have found that communication breakdowns lead to a lot of problems. If you encounter an issue that you're unsure about, or if a patient isn't understanding what you're saying, reach out to us. We're here to provide additional support."

Mellen was appointed the new patient experience manager two months ago. He's currently studying the Press Ganey patient satisfaction scores to identify areas for improvement.



"I'm looking forward to developing action plans with the nursing managers and hospital leadership to move us in the right direction as it relates to patient experience," Mellen said.

He has already launched regular monthly meetings with nursing management to review the latest Press Ganey data, discuss issues they're encountering on their units and to draw upon his 14 years of previous hospital environment experience to develop action plans to improve patient experience.

"I'm looking forward to establishing good working relationships with nursing leadership and our nurses," Mellen said. "I'm going to be working alongside them to improve workflows and interactions with the patients."