



THE lamp LIGHTER

Methodist Hospitals Nurse Newsletter • Feb. 2023



Improving Patient Experience to Build a Better Methodist

Tyra Martin, RN, BSN, MBA, MOL, has made improving Methodist Hospitals' patient experience scores a priority in her new leadership role as Nursing Director of Medical Surgical Services at both Northlake and Southlake.

"We're currently in a position where we need to see improvement in patient experience," Martin said. "So, we'll take small steps to achieve the bigger goal of improving our Press Ganey patient experience scores."

As of the end of 2022, Methodist Hospitals' system-wide inpatient patient experience performance improved in two domains versus the prior year: Responsiveness of Staff and Hospital Environment (Clean & Quiet). Unfortunately, Methodist's performance in the other six domains, including Rate Hospital, finished lower in 2022 than in 2021, and finished below the minimum threshold scores in every domain.

"We have a lot of work to do to improve these scores," Martin said. "But I can honestly say that with everybody on board that we will, without a doubt, be successful."

One step to achieving that success is better utilizing the strengths and talents of individual nurses.

Continued...

Meet our new Nursing Director of Medical Surgical Services



Tyra Martin
RN, BSN, MBA, MOL

A Methodist Hospitals nurse since 2013, Tyra Martin previously served as the Northlake campus Med-Surg Nurse Manager and was instrumental in our success throughout the pandemic as a manager of 5 South and as a staff nurse to fill the need on the 4 East COVID Co-Heart unit.

According to Tyra, her primary goals are to improve patient experience and to help all Methodist nurses get the education required to be up to date with best practices.

"I feel that my previous experience at Methodist helped prepare me for this position," said Tyra, who holds a Bachelor's degree in nursing, and Master's degrees in Organizational Leadership and Business Administration. "I started my career at Methodist as a med-surg nurse, then a charge nurse and a resource nurse, and then in a leadership role as a manager. I also helped start the COVID unit at the beginning of the pandemic. Not only did I manage that unit, I was also a frontline worker on that unit."

Improving Patient Experience (continued)

"Now that things are starting to flow back to normal after the pandemic, we must take advantage of the strengths of every nurse," Martin said. "For instance, if we have a nurse whose niche is wound care, we should arrange for that nurse to serve on a wound care committee so that person's expertise benefits our whole nursing staff and the entire organization."

Methodist is also launching four specific initiatives in the first quarter of this year to improve patient experience.

Purposeful Leader Rounding

Leadership rounding has gained momentum in nursing. The time that a nurse leader spends with staff has a direct effect on retention, recruitment, engagement, staff satisfaction, and, ultimately, patient satisfaction and care quality. Methodist established skill labs to help leaders further develop their purposeful leadership rounding skills.

Bedside Shift Reports

Our patients can participate in the delivery of their care when the change-of-shift report between the offgoing nurse and the incoming nurse takes place at their bedsides.

No Pass Zones

With this multidisciplinary approach to promoting quick response to patient call lights, every member of our hospital team is responsible for answering patient call lights.

Patient Experience Competition

Methodist Hospitals launched a new Patient Experience Competition at the beginning of this year. Each quarter, the best performing and most improved units on each campus will be presented a traveling recognition banner and awarded a pizza party for their entire team.

"This competition is intended to motivate every unit to be the best it can be," Martin said, "and to take pride in reaching this goal."

In addition to these new initiatives, nursing is collaborating with the EVS department to make sure patient rooms are as comfortable as possible, and with other departments, such as case management and social workers, to make sure that discharged patients have all they need to complete their recovery.

"If we all put the effort into improving patient experience as a team, we'll build a better Methodist together," Martin said.

February Nursing News & Notes

■ Welcome Krystle Jackson, BSN, RN, CEN Our new Northlake Emergency Room Nurse Manager

"I have been a nurse for almost 10 years," Krystle said. "I have worked in a variety of different roles as a nurse. I really enjoy working for Methodist and am happy to be a part of the Methodist Family. I would like to thank everyone for being so welcoming."

■ ZERO CLABSI in 3W2

Central line-associated Blood Stream Infections continue to be a clinical concern for the organization. However, in 2022, 3W2 under the direction of Deb VanWoerden, MSN, RN, was the only acute care unit that experienced ZERO CLABSI! Congratulations Deb and Team 3W2!

■ THREE CHEERS!

Congratulations to **Becky Escoe, BSN, RN, CNOR**, on successfully completing all recertification requirements for her Certified Perioperative Nurse.

Congratulations **John Coates, RN, CNOR**, on achieving his certification as a Certified Perioperative Nurse.

Congratulations to the **Northlake Emergency Room** on achieving the 98th percentile in Patient Satisfaction in Standard Overall. Great work, team!

■ 2023 Clinical Ladder

The 2023 Clinical Ladder Program is opening for those interested. This program offers clinical nurses the opportunity to expand their professional practice and leadership skills through portfolio submission. Eligible candidates receive financial compensation based on submitted work and degree considerations.

Information sessions via Zoom meeting are scheduled on February 15, and February 27, at 8:00 a.m. and 5:30 p.m. Managers and staff will receive Zoom links as those dates approach. There will be open hours on February 28 at Southlake and on March 1 at Northlake for those interested in discussing the program. Watch for more time and location information soon.