



# THE lamp LIGHTER

Methodist Hospitals Nurse Newsletter • Nov. 2023

## Revisiting the Basics: *Focus on Patient-Centered Care*

In the ever-evolving landscape of healthcare, where advancements in technology and specialization often take the spotlight, there is a heartening trend emerging within the nursing profession – a return to the fundamentals of patient care.

Nursing has always been fundamentally about caring for patients. At its core, it is a profession driven by compassion, empathy, and a commitment to healing. However, in recent years, the rapid integration of technology and the increasing complexity of medical treatments sometimes led to a perception that the traditional values of nursing were being overshadowed.

Now, Methodist Hospitals nurses are being encouraged to renew their connection to these values and to place them at the forefront of their practice by improving the human experience.

### **Make a Welcoming Statement**

Everyone deserves to be greeted. Our patients make our livelihood possible and it's not always comfortable for them to seek medical care. A greeting such as "Welcome to Methodist. How may I help you?" may be the first step toward making patients feel welcome.

### **Friendly Words and Tone**

Choosing friendly, comforting words and compassionate tone of voice go a long way. If patients feel that we're irritated, impatient or judgmental, it may be an obstacle on their road to recovery.

### **Demonstrate Empathy**

We're placing a renewed emphasis on clear, empathetic, and open communication with patients, their families, and

the entire healthcare team. This ensures that patients are well-informed about their treatment plans and actively engaged in their healthcare decisions.



### **Positive Framing**

Avoid using phrases that could have a negative connotation. Avoid phrases like "You'll be waiting at least..." or "I can't guarantee you..." Developing the ability to frame unhappy or inconvenient issues in a positive light will help to greatly improve the patient experience.

This renewed focus on the basics of nursing will not only transform the nursing profession but also benefit the Methodist Hospitals system. When our nurses experience greater job satisfaction and an increased sense of purpose in their roles, burnout rates decrease, and patient outcomes improve.

In conclusion, the trend of nursing going back to basics in patient care is a heartening and transformative shift within the healthcare industry. By emphasizing compassion, effective communication, and patient empowerment, nurses are rekindling the core values of their profession. It's a testament to the enduring significance of the human connection in an increasingly complex and technology-driven healthcare world.



# Applause. Applause.

Five Methodist Hospitals nursing units haven't seen a central-line-associated blood infection (CLABSI) all this year. In fact, some Methodist units are approaching two years without a CLABSI. The CLABSI-free units include:

## Northlake Campus

- 5 South – 20 months CLABSI-free

## Southlake Campus

- 3W1 Rehab - 22 months CLABSI-free
- 3W2 - 22 months CLABSI-free
- 3W3/4W1 - 12 months CLABSI-free
- 5W2 IMCU - 10 months CLABSI-free

We would like to take this opportunity to congratulate the nurse managers and the entire nursing teams in these units for their impressive CLABSI-free streaks.

## Congratulations to our latest Daisy Award recipient

### ■ Amal “Emmy” Kabil, RN Southlake Campus 2W3 IMCU

Emmy was nominated for the Daisy Award by a patient’s family member, who is also a member of the nursing profession.

“As a fellow RN and nurse manager I can recognize and appreciate amazing nursing,” the patient’s niece wrote. “Emmy is not only knowledgeable, but she’s compassionate caring and bubbly. She has truly shown my aunt our family what a nurse should be and that our loved ones are in great hands!”



Please join us in congratulating Emmy for this well-deserved honor.



## Shared Governance Effort has Begun

Shared Governance has already met with the Methodist Hospitals clinical staff members who expressed interest in influencing our shared decision-making process. We thank the following Methodist Hospitals nursing professionals for their interest and time:

- Lydia Espinosa, RN Southlake ICU
- Mary Gaydos, RN Rehab
- Cheryl Harris, RN 3W3 Renal
- Michele Lobo, RN Southlake Lactation Consultant
- Ruben Martinez, RN Resource
- Colleen McDermott, RN Southlake ED

During our first two meetings, this group reviewed the Bylaws and Charter for each council. They also discussed the formation of a projected Nurse Manager Council and a potential Night Shift Council.

The team also revisited last year’s Issue and Considerations that weren’t investigated or resolved due to COVID-19 for relevance and future discussion.

The Issue and Considerations Form (ICF) can be found on the hospital Intranet via the Shared Governance link. That link is the mechanism by which staff should share questions, concerns or issues to be addressed by the various Shared Governance councils. The work of those councils is aimed at improving our patients’ care and our nurses’ work lives.

### Join the Shared Governance Effort

It’s not too late for you to join the Shared Governance effort and have your voice heard. Scan this QR code or visit [MethodistHospitals.org/SG](http://MethodistHospitals.org/SG) to quickly submit your name online.



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