



THE lamp LIGHTER

Methodist Hospitals Nurse Newsletter • December 2024

Message from the CNO

Celebrating a Year of Remarkable Progress



Marla Hoyer-Lareau, RN, BSN, MHA, Senior Vice President, Chief Nursing and Operations Officer

As we reflect on 2024, I'm proud to celebrate the tremendous strides we've made together in our Nursing Department at Methodist Hospitals. Your dedication to excellence has driven positive changes across the board, and it's my pleasure to highlight some key achievements from the past year.

Our collective efforts in infection prevention have paid off significantly.

Both CLABSI (Central Line-Associated Bloodstream Infection) and CAUTI (Catheter-Associated Urinary Tract Infection) rates have met value-based purchasing thresholds—a direct result of our collective hard work. By implementing infection prevention playbooks, providing professional development, and benefiting from the Infection Control team's rounds and audits, we've created meaningful improvements for our patients.

Additionally, the Vascular Access Team (VAT) has been instrumental in identifying unnecessary lines for removal, reducing risks and enhancing patient outcomes.

While C. diff has presented challenges, we've taken an important step forward by introducing a new testing process. This approach helps us differentiate between colonized patients and those actively infected, a change that will support more targeted care and better outcomes in the months ahead.

In staffing, our progress has been equally impressive. Since the fourth quarter of 2023, employee turnover—including among our nurses—has continued to decline. Our recruitment marketing efforts have also proven effective, reducing the average hospital-wide Time-to-Fill rate for open positions from 66 days to just 56 days.

As a result, we're on track to eliminate our dependence on agency nurses by year-end. These milestones reflect your contributions to making Methodist Hospitals an attractive and fulfilling place to work.

Most importantly, our patients are noticing the difference. HCAHPS patient satisfaction scores have trended upward all year in 10 key metrics, underscoring the exceptional care and compassion you provide every day.

HCAHPS KEY METRICS

- Communication with Nurses
- Communication with Doctors
- Responsiveness of Hospital Staff
- Communication about Medicines
- Discharge Information
- Care Transition
- Cleanliness of Hospital Environment
- Quietness of Hospital Environment
- Overall Rating of this Hospital
- Willingness to Recommend this Hospital

I would like to extend my deepest gratitude to each of you for your unwavering commitment and tireless efforts. Together, we've made 2024 a year of growth, innovation and progress. Let's carry this momentum forward as we continue to deliver outstanding care for our patients and their families.

Finally, I would like to wish each of you a very Merry Christmas and a blessed New Year.





**November 2024
DAISY Award Recipient**

Kelly Wieser, RN



Congratulations to Kelly Wieser, RN, from Southlake 2W3, for being named the November DAISY Award recipient!

We are well on our way on our Pathway to Excellence journey, which provides a framework for fostering a healthy and supportive workplace for Methodist Hospitals nurses.

There are six Pathway to Excellence standards, including Shared Decision-Making, Leadership, Safety, Quality, Well-being, and Professional Development. These pillars guide our efforts to enhance the nursing environment and elevate care quality. In this issue of *The Lamplighter*, we are spotlighting the Safety standard:

SAFETY

The Pathway to Excellence Safety Standard emphasizes the vital role direct care nurses (DCNs) play in fostering a culture of safety within healthcare organizations. DCNs are central to identifying, reporting, and analyzing patient safety trends, helping to prevent recurring safety events and drive continuous improvement.

This standard also addresses workplace violence, urging organizations to track and mitigate incidents of physical and psychological harm, promoting a respectful, safe environment. Sustainable staffing plans are another focus, with DCNs actively involved in shaping strategies. Open communication between staff and leadership ensures concerns are addressed collaboratively, fostering trust and shared solutions.

By empowering nurses and prioritizing safety, the Pathway to Excellence Safety Standard creates a supportive environment where both nurses and patients can thrive.

Stay tuned for more updates and opportunities to get involved as we work toward achieving excellence. And look for details on another standard in the next issue of *The Lamplighter*.

Kelly was the subject of two nominations. The friend of one patient described her as a “saint on earth” who did “everything possible to aid in the comfort of my friend.” The second nomination came from a grateful patient who described Kelly as a “kind, efficient, competent, awesome nurse. That same patient also wrote, “Kelly treated me like her own family member, even though I am an 82-year-old dark brown immigrant man from India who is completely different from her and her culture.”

Kelly’s commitment to compassionate care exemplifies the values that inspire Methodist Hospitals every day. Thank you, Kelly, for caring for our community!

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are following the
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IT UPDATE

Enhancing Nurse-Patient Communication with ROVER and MyChart Bedside

As we continue updating Epic to optimize nursing workflows, it's essential to embrace the use of ROVER devices.

We're excited to share that MyChart Bedside is now live on Southlake units (excluding the Emergency Department). This new feature empowers nurses to connect directly with patients and their proxies, putting seamless communication at your fingertips.

By leveraging ROVER devices, nurses can efficiently share non-urgent updates, fostering patient engagement and enhancing their care experience. As Epic expands the capabilities of ROVER devices, now is the time to integrate them into your daily workflow. Early adoption will help build familiarity and confidence, ensuring you're ready to utilize these tools to their full potential.

Let's lead the way in leveraging technology to support excellent patient care!

Mary Gaydos:

Finding Her Voice Through Shared Governance



For Mary Gaydos, BSN, RN, the journey to joining Methodist Hospitals' Shared Governance Committee began on her first day of orientation five years ago.

"I learned that nurses have a voice here, and Shared Governance is a way to make that voice heard," Mary said. It took some time to officially join, but once she did, she embraced the opportunity to influence hospital policies and nursing practices.

Shared Governance is about more than attending meetings. It's a commitment to collaborative decision-making, and for Mary, who works in the Southlake rehab unit, it has been a rewarding experience. From improving patient satisfaction through better dietary communication to advocating for changes like the adoption of 50-unit insulin syringes for improved accuracy, Mary takes pride in the tangible impacts of her work.

"It's about taking ownership of our nursing practice," she said.

Despite challenges like balancing work schedules with meeting commitments, Mary has seen the Shared Governance Committee grow and enhance its ability to influence positive change.

"Shared governance now feels more effective than when I started," she notes. "The hospital administration is listening, and changes are happening."

To her fellow nurses, Mary offers this advice: "If you want your voice heard, participate. Just like voting, Shared Governance gives us the power to shape our profession."

Are you interested in joining the Shared Governance effort? Send an email to Mary Jo Valentine at mvalentine@methodisthospitals.org

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