

Straight Talk

A weekly update from management on the issues that matter most

June 19, 2008

Dear Friends and Colleagues,

Teamwork.

That's one thing that distinguishes our hospital from others, because we are blessed with employees who help each other. Let me give you a few examples I personally observed this week.

- During rounds on the second floor of the Baker Tower, I heard Hatiche Alvayrak, RN, offer to help Kevin Smith, RN, who was juggling several things. Mrs. Alvayrak was awaiting an admission from the North Naples ER at the time, but she cared enough to offer assistance to Mr. Smith.
- I observed Jeanne Foote, RN, posted in the pre-op area, where she was helping out as her usual area of expertise in the OR. She told me that the folks in the OR, pre-op, endo and post op regularly try to help each other out with staffing needs. Pam Michaels, RN also shared that she works in both endo to pre-op. This kind of sharing helps everyone be more efficient.
- At lunch Monday with the Rehab team at Greentree, our Occupational Therapist Cathleen Bova was singled out for praise for coming up from Marco where she is usually stationed. We then learned that she also covers our facility in Immokalee. Talk about flexibility and teamwork!

As we begin hourly rounding throughout the hospital, this kind of partnership and pitching in to help others is especially important. Hourly rounding is already standard operating procedure at the Rehab Unit downtown, where we've seen a marked improvement in patient satisfaction. To patients, the change to hourly rounding will be transparent, as most are already being seen by someone every hour. But the formal shift to regular hourly rounding visits will allow us to better anticipate and satisfy patient needs. This is the kind of change that will help NCH improve.

Speaking about change at NCH, the cover story of a recent *Trustee Magazine*, which goes to hospital board members, was entitled, "The Case for Nurses on the Board." The article pointed out that while 22% of not-for-profit hospital board members are doctors, only slightly more than 2% are nurses.

At NCH, of course, we've already "made the case" for nurses on the board. Having a nurse, Erika Hinson, RN along with non-nurse employee Brian Doyle on the Board, plus nurse Diane Garrison, RN on the Quality Committee, allows us to benefit, in terms of NCH policy and oversight, from those who intimately understand quality, value, safety and the everyday delivery of health care.

Such a Board, with diverse leadership, management and healthcare-related skills and experience, enables us to set better policy and direction. The board's emphasis on both quality care and financial strength will be key as we go forward.

So, too, will be the teamwork, willingness to explore new ways to deliver care, and positive attitude that all of you deliver every day. Thank you for that and for all you do for NCH and the communities we serve.

Respectfully,



Allen S. Weiss, M.D.
President & CEO