

Straight Talk

A weekly update from management on the issues that matter most



July 3, 2008

Dear Friends and Colleagues,

This 4th of July, I'd like to begin by celebrating a "Symphony" that was brought to my attention recently.

It came in the form of an email from R.N. Charity Dawley, Clinical Informatics Analyst, addressed to R.N. Sally Cowan, Director of the Downtown ER. Here's what Charity wrote:

"This morning when I came into work about 7:30 a.m., I was sitting at my desk, which overlooks the ED parking lot (across from the Lutgert Building). I'm fortunate to have a 'golden' window seat. I happened to glance out the window and saw an NCH Security officer and a painter make a mad dash to a white van in the parking lot. A young man was standing next to the van and all I could see on the side of the van was the arm of a person lying on the ground. Before we (our department, Clinical Informatics) could call the ED, two Emergency Room nurses were at the person's side in the parking lot and immediately started CPR. Seconds later, Dr .Jae Lee was right there with the nurses. Security brought the stretcher, the staff lifted the patient onto the stretcher, one of the ED nurses hopped on the gurney, straddled the patient and continued chest compressions without missing a beat.

"In tragedy it is hard to see such a beautiful symphony of people working together. I was so proud to watch the staff do what they do, and thought to myself if that were any of my family in their care I would be honored."

I checked with Maureen Powers and found that the patient did well. I also learned that the NCH security officer was Frank Guisto and the painter was Manny Bustio. Jodi Rodrigez, an ER tech, was the first chest compression person, with Barbara Desrosiers and Sue Brown being the "outside" nurses. Shanon Garlotta, Althea Greenwald, Grace Kennedy and Ken Faulkner were all part of the life-saving "symphony" that Charity Dawley described so eloquently—and that should give all of us renewed pride in the contribution we make every day to our community.

Let me also mention a few developments flowing from our most recent "Around the Clocks" with the full staff, and from "Eat and Greet" sessions with colleagues around NCH. (A complete list of suggestions will be on our new internal website, <http://MyNCH>)

- We've made changes in the Bear's Den, including moving 3-to-5-year-olds downtown and 8-week-to-2 year-olds to North Naples. This will allow parents of pre-kindergarteners to receive about \$2,800 from the state, while also increasing Bear's Den enrollment for the youngest age group.
- Hourly rounding has started and already has made a difference in patient satisfaction for Rehab, which has been at this for eight weeks.
- We need to improve communications between nurses and hospitalists and other physicians, who too often are difficult to reach.
- Finally, I told the gatherings that while our census remains low, we have no immediate plans to eliminate additional positions. Prudence is still the rule as the summer progresses.

Meanwhile, despite nagging economic concerns, the NCH "symphony" continues to perform very well indeed. Many thanks to all of you. Enjoy the 4th.

Respectfully,

A handwritten signature in blue ink that reads "Allen".

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