



A Message from

Voices of Our Patients

Kudos to Hartford Hospital Staff

I support Hartford Hospital because as an RN, I believe Hartford Hospital has the most outstanding physicians, with high medical knowledge from the physicians and the staff.

The quality of care while I was a patient at the hospital was a #10 on a scale of 1-10 and 10 the highest.

The nurses, MAs, certified aides and lab workers were extremely efficient, professional and very caring.

Hats off to Hartford Hospital, #1 in the state.

Anonymous

Reprinted with permission

Patient Safety Action Group

January 12, 2012
Year 5; No. 1

Fall Volunteer Safety Program Accepted for Presentation at National Conference

Christine Waszynski, geriatric nurse practitioner, and Eileen Pelletier, director of volunteer services, will participate in Premier's annual, prestigious Breakthroughs Conference and Exhibition in June.

They will give a presentation on our Fall Volunteer Safety Program. Acceptance to the conference is a great testament to our work around preventing patient falls.

Our session will describe the development of the role of the safety monitor volunteer's work with high-fall-risk patients. The volunteer reinforces the message of fall prevention, surveys the environment for hazards, and provides feedback to nurse managers on nurses' adherence to fall-prevention protocol.

This program has contributed to our ability to decrease falls by 50 percent over the past three years and is viewed as a best practice. With our guidance, other hospitals have replicated this process and have achieved an increase in nurses' adherence to fall prevention protocol and reduced patient falls.



Christine Waszynski, geriatric nurse practitioner, and Eileen Pelletier, director of volunteer services.

This cost-effective approach to fall prevention provides a patient-centered volunteer experience, reinforcement to increase staff members' consistent practice of safety, and increased patient involvement in fall prevention.

Our program was awarded the Extraordinary Program Award from the American Hospital Association/ Association of Healthcare Volunteer Resource Professionals at the national convention in Orlando, Florida in September 2011 and was the topic of an article in *Advance For Nurses* in May 2010.

Call Schedule for Tracheostomy Service

The call schedule for the tracheostomy service can be accessed using the Amcom electronic directory.

Important: All airway emergencies should be immediately dispatched to Anesthesia STAT irrespective of the presence of a trach tube.

Service schedule:

Monday-Friday, 7 a.m. to 6 p.m.
Tracheostomy resident and/or attending

Monday-Friday, 6 p.m. to 7 a.m.
B7I batphone 860.622.1468 (B7I fellow)

Saturday/Sunday, 7 a.m. to 6 p.m.
Tracheostomy attending

Saturday/Sunday, 6 p.m. to 7 a.m.
B7I batphone 860.622.1468 (B7I fellow)



CB5 Staff Recognizes Biomed and Carpentry Staff

The staff of CB-5 would like to thank the PSAG membership team and staff of Biomedical Engineering and Carpentry for their prompt and coordinated response to a potential quality and safety issue identified at a recent PSAG meeting.

Concerns were brought forward regarding the stability of the wall mounted blood pressure manometers throughout the hospital, and CB-5 in particular. Although the equipment was accurate, the condition of or absence of securely mounted units was problematic. A healthy work environment requires that staff have the equipment they need to provide safe and efficient care.

Within 20 minutes of the conclusion of the daily 7:30 a.m. meeting, the carpentry and biomedical staff were on CB-5 and worked collaboratively with the unit staff to install 25 new wall mounted blood pressure manometers.

This is truly a testament to the value of and the hard work provided by the PSAG team. This example of "How Hartford Hospital Works" demonstrates how front-line staff can bring forth a potential quality issue and receive a coordinated and immediate swat team-style



response. The staff of CB-5 extend their deepest gratitude to all those involved.

Submitted by Glenn Basile, RN, Nurse Manager CB5

Update on Turnaround Time for C-diff Lab Results

- All requests for routine C. difficile PCR will be performed and resulted the same day if received at CLP by mid morning.
- Specimens received after mid morning will be resulted the following day.
- STAT specimens will be resulted the same day within 2-3 hours if received in the lab before 11 p.m.
- STAT specimens submitted after 11 p.m will be done at 7 a.m.

PSAG Meeting Location Reminder



**Monday, 1/16/12 -
Special Dining Room**

**Tuesday, 1/17/12 -
Special Dining Room**

**Wednesday, 1/18/12 -
Special Dining Room**

All meetings start at 7:30 a.m. All staff welcome to attend