



Accreditation Newsletter

Quality Quote of the Month: *Nothing great was achieved without enthusiasm.*

~ Ralph Waldo Emerson ~ (1803-1882)

From the Assistant Hospital Director for Nursing Services AUBMC Magnet Site Visit...Moments to Remember!



As I am writing this piece for the Accreditation Newsletter, I can feel the heat of thrill, anxiety and excitement for the upcoming results on the Journey to Excellence towards the Magnet Designation that we are anticipating in two weeks or may be more from today.



Reaching to this stage of the Journey was the outcome of submitting the written documentation that took place February 1, 2009 with no recommendation or additional documents requested. The site visit is usually scheduled two months after submission of documents. Our Magnet Site Visit took place on April 26, 27, and 28, 2009. Dr. Jane Barnsteiner, Ms. Donna Poduska, Dr. Susan Howell were our appraisers for the three days. We were honored that they came to recognize the work of our staff.

The site visit was intensive, exhaustive, but joyful. The environment was magical and the excitement of the entire hospital will be a memory that will never fade away. The nurses had a chance to celebrate and share their wonderful stories. It was indeed a Magnet Fever. Colleagues from all over the world were wishing us luck. Doctors and staff gave wonderful testimonies about nurses. It was like a wedding in a Magnet environment. The escorts were the Magnet Champions and were so proud of this responsibility.

Looking at the eyes of each and every one of our nurses brought joy to my heart. It has taken a lot of planning, organizing, preparing but it was worth it and fun. We consider ourselves the leading center in the region and we had a chance to shine.

The wonderful thing about this site visit is that it gave a chance to all to talk and be proud about the wonderful things they do. At this moment I would like to thank each and every single member of the AUBMC who made this Magnet Site Visit a success and a true testimony of excellence in our Medical Center.

We have been blessed and privileged to go through the experience of this monumental event and we are all looking forward to the results in the coming two weeks or more.

We are expecting the phone call on the results in two weeks or may be more, wish us the best luck.

Gladys Mouro, Assistant Hospital Director for Nursing Services



ACCREDITATION & DI Staff Awareness Questionnaire # 21 Winners

This month's winner in Category 5 (chosen among everyone who sends in a questionnaire) is **Konber Assad, Food Service Worker, Dietary Department**. He has won a \$220 gift (Blue Diamond Shape Crystal). The other winners received various other gifts.

Thank you for your participation!

- ✔ **Darwish Mashmoushi**, General Services
- ✔ **Zalfa Berjawi**, Nursing Services, OR
- ✔ **Celine Abou Karam**, Quality Management Utilization Review Program Coordinator, QMURP
- ✔ **Lina Itani**, Lab Tech, Respiratory Lab
- ✔ **Maral Kojadelian**, RN, Nursing Services

Accreditation Mock Survey Conducted on 03 June 2009

The quarterly accreditation mock survey was conducted on Wednesday, June 3 and the briefing was presented on Thursday, June 4, 2009. During this survey the tracer methodology was used. The surveyors selected a patient from Internal Medicine. This patient had been in the Medical Center for sixteen (16) days.

During this mock survey, the surveyors reviewed the patient's medical record and interviewed the medical, nursing, and other health care professionals.

The following were the findings of the mock survey:

1. **Emergency Department:** The triage form was properly completed
2. **Inpatient Nursing Assessment:** The form was properly completed, date and time were present and the RN's signature was present.
3. **Referrals:** Referral and dietary assessment were evident in the medical record.
4. **Medical Assessment:** The history and physical exam by the medical staff were not documented
5. **Care Plan:** The problem list was not completed by the medical staff. It was left blank
6. **Physicians Orders:** Lacking the height and weight. The use of unapproved abbreviations was evident.
7. **Consultation Forms:** The time and name of the consulted physician were not documented.
8. **Pain Assessment and Reassessment:** Review findings were satisfactory
9. **Progress notes:** The attending admission note was not present.
10. **Medication Use:** Findings were satisfactory.
11. **Patient and Family Education:** The form was properly completed in a multidisciplinary manner.
12. **Staff Interviews:** Staff were aware and conversant with the use of blood, critical results, informed consent, and verbal orders.
13. **Observations:** It was noted that one physician and one nurse out of five put on the gloves to start a procedure without washing their hands. (This is an important patient safety issue that must be observed).

Recommendations:

1. To modify the Physicians Order Form to include the height and weight on the first page. This has been already approved by the Medical Records Committee and will be implemented.
2. To follow-up with the concerned chairperson for the deficiencies in the documentation of medical history, physical exam and the medical care plan.

Risk Management Corner

The American Society for Healthcare Risk Management (ASHRM) sponsors a week during the month of June on Healthcare Risk Management issues. The intention is to raise awareness and intensify all efforts to promote safe and high quality patient care which needs to be practiced every day.

This year, ASHRM has chosen the theme "Thinking Safety, Earning Trust".

How can each one of us become involved:

Respond to risk management questions.
Identify opportunities to improve patient safety.
Perform failure mode/effect & root cause analyses.
Participate in reviewing & developing policies/procedures.
Conduct staff education.
Evaluate materials & equipment issues.
Report incidents.
Analyze causes of complaints.
Interpret consent issues.

Healthcare Risk Management Week



www.ashrm.org/riskweek

American Society for Healthcare Risk Management

Aida Habbal, Risk Management Officer