

# Medication Summary

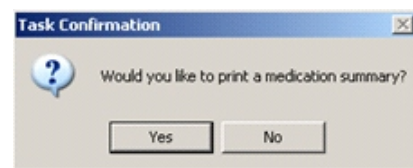
## Logicare's Clinical Teacher's PET

A new feature, "Medication Summary" is being added in Clinical Teacher's PET, which allows you to give your patients a summary of the medications listed in the Discharge Instruction.

To print a Medication Summary:

1. **Complete** the Discharge Instruction and **Print** the Discharge Instruction (select small font on the Print menu to reduce the number of pages, if desired).
2. **Print** the Signature Page.
3. At the prompt "Would you like to print a medications summary, click **Yes**. The Medication Summary will print generic and brand name, dosage, and frequency, along with any special instructions.

**Note:** This will be one additional page printed after the Discharge Instruction and Signature page, and allows you to give your patients a summary of the medications listed in the Discharge Instruction.



### Medication Summary for Lyn Test

This information is about the medicine(s) your doctor ordered for you when leaving Deaconess Hospital on October 13, 2005 at 10:59.

#### This Information Is About Your Medicine

##### ACETAMINOPHEN (Tylenol).

1-2 Regular Strength Tablets (325 mg each) by mouth every 4 hours if needed for fever and pain.

##### BACITRACIN

Gently wash your wound and apply a thin layer of the ointment once a day.

##### MEPERIDINE (Demerol)

50 mg every 4 to 6 hours if needed for pain.

## Pharmacy News

Valerie Pennington, Pharm.D., BCPS

### PCA Pumps

Pharmacy receives many phone calls regarding who is responsible for what when dealing with PCA pumps. The answers are:

- **Nursing Responsibilities** initial connection to patient, syringe changes, tubing changes, documentation, ongoing education, malfunction troubleshooting, discontinuation, wastage of any remaining narcotic in Pyxis, initial wipedown.

- **Pharmacy Responsibilities** initial programming & delivery to patient, initial patient education, dose

• **changes**, malfunction troubleshooting when nursing cannot determine/correct problem, reprogramming when needed, cleaning between uses.

### Fentanyl (Duragesic) Patch Wastage

Please remember that all fentanyl patches are to be cut in half and wasted in a sharps container.

### Influenza Vaccination

The influenza vaccination season has begun with no reports at this time of influenza disease in the US. Employees are currently being offered intranasal flu vaccine, FluMist. We hope to begin

vaccination with inactivated vaccine as soon as possible once we begin receiving our ordered doses.

FluMist is indicated for persons age 5-49 who are healthy. FluMist is preferred for those who meet criteria in an effort to save injectable doses for those who must receive this formulation.

The CDC is once again emphasizing vaccination of healthcare workers this year as only 38% of healthcare workers were vaccinated last year. Emphasis is being placed on the fact that vaccination of healthcare workers is aimed at minimizing disease in both the worker and the patients they care for.

# CALL LIGHTS

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## Letter From Leslie



likely to have poor health and twice as likely to be hospitalized. In 1998, the AMA started an effort to provide tips on how to improve communication with patients.

There are **six steps** caregivers can follow to improve patient communication.

1. **Slow down:** Communication can be improved by speaking slowly and spending just a small amount of additional time with each patient. This will help foster a patient-centered approach to clinician-patient interaction.
2. **Use plain, nonmedical language:** Explain things to patients as you would explain them to a family member.

3. **Show or draw pictures:** Visual images can improve patients' recall of ideas.

4. **Limit amount of information and repeat it:** Information is best remembered when it is given in small pieces that are pertinent to the tasks at hand. Repetition further enhances recall.

5. **Use "teach-back" or "show-me" techniques:** Confirm that patients understand directions by asking them to repeat back your instructions.

6. **Create a shame-free environment:** Make patients feel comfortable asking questions. Enlist the aid of others (patients' families or friends) to promote understanding.<sup>2</sup>

We also need to promote e health

education in our grammar schools. Focusing on good nutrition, the importance of physical exercise and preventable diseases in schools would raise health consciousness in the entire nation. Populations with a poor understanding of good health practices tend to have poorer health and are twice as likely to be hospitalized.

Something to focus on is educational materials. We often give them to patients with the thought that we have instructed the patient and the job is done. But does the patient understand the instructions? Often not. This is why it is critical to ask the patient for feedback or "teach-back", as it is being called and we need to avoid medical jargon in our teaching. This makes understanding difficult for most patients.

As we know from other communications, it is a good idea to ask the person what they heard and what they understand. If he/she is unable to tell us we know our job is not done, and we need to try again. This brings additional meaning to the statement, "my patient reflected understanding of what he/she was taught."

Sincerely yours,

Leslie Drew

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### Communication A Big Key To Understanding

How do you communicate? I suspect most of us pride ourselves on being very clear communicators. However, ask the recipient of that communication and it might be a very different story. Often our messages are not clear.

This has a very big impact on our patients. Many of our poor patients have what is known as low health literacy. "This is the degree to which individuals have the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions."<sup>1</sup> Edward Hill, President of the American Medical Association, says that people with low health literacy are twice as

# Hot Topics for Infection Control

by Carol Shenold, RN CIC

## 1. FDA issues update on flu vaccine supply

Issuing an update on the U.S. flu vaccine supply following lowered supply projections by manufacturer Chiron, the Food and Drug Administration yesterday said it anticipates significantly more vaccine will be available this year than last year, but does not yet know the exact number of doses. "While occasional spot shortages may occur as manufacturers complete their final testing, we expect these shortages to resolve as vaccine continues to be released to health care providers and others who administer the vaccine," the agency said. In September, the Centers for Disease Control and Prevention recommended certain priority groups receive the inactivated flu vaccine until Oct. 24, citing production uncertainties. Those groups include people **65 and older, residents of long-term care facilities, people ages two and older with co-morbid conditions, pregnant women, children ages 6 to 23 months, health care workers providing direct patient care, and household contacts and caregivers of infants younger than six months.**

Deaconess is now offering **Flu Mist** in the employee health department. (Check with your supervisor for dates and times, which may already be posted in your department.)

## 2. Bird flu: U.S. aims at boosting international surveillance network

U.S. Health Secretary Mike Leavitt told Indonesian health officials earlier this week that efforts are being made to boost a network of surveillance to detect a bird flu outbreak before it evolves into a global pandemic, Reuters reports.

Last week, Leavitt met with health leaders from Thailand, Cambodia, Laos, and Vietnam in the region hit hardest by the deadly H5N1 strain.

The United States has pledged \$25 million to the region to help pay for training, supplies, equipment, village-based surveillance systems, and public education.

Leavitt said he believes that no nation is adequately prepared for a pandemic. "[However] I believe that most nations are improving and preparation is increasing," he added.

We don't currently have a pandemic. However, the virus has moved west into Turkey and Romania. The fear is that the virus will not only jump from animals to humans, but will mutate into a virus that can be transmitted from human to human. At the present time, The World Health Organization cites Hand Hygiene as the most effective way to prevent the spread of Avian flu since contact with bird droppings from infected birds has been the infection point.

### What is avian influenza (bird flu)?

Bird flu is an infection caused by avian (bird) influenza (flu) viruses. These flu viruses occur naturally

See **Hot Topics** on Page 4

# Recognizing Excellence: Part Two

By Jason L. Jones, RN, B.S.N.

Nurse Recruiter

In the last issue I highlighted the origins of the Nurse Exemplar program as well as three of this year's ten nominees. The characteristics exhibited by all of the nominees can be summed up in one word: excellence. This month's group features **Laura Koger, Kari Newport** and the **2005 Nurse of the Year, Deron Dunnington.**

Deron Dunnington was nominated by Kathy Smith, 4 North Nurse Manager for an interaction she witnessed while transferring a patient with Deron. Last winter Deron responded to a code blue on 4 North and when he arrived, the patient was still awake and alert. The patient's heart rate was in the 20 beats per minute range and she was extremely frightened. In the midst of assessing the patient and providing care, Deron brought an extreme calm to the "panicky" situation according to Kathy. "Deron put his Palm Pilot on the patient's pillow and asked her what type of music she liked,"

explained Kathy. Soon Marvin Gaye's voice filled the room along with Deron's unique dance moves and backup vocals. The rest of the transfer went splendidly; the patient was admitted to ICU and recovered from her event. Kathy recounted, "All the way to the ICU, the patient kept saying 'Isn't he wonderful?'"

Laura Koger was nominated by Peggy Mueller. Peggy started her nursing career at Deaconess Hospital. Laura's influence on Peggy as a leader, mentor, and friend brought her through her most difficult struggles as a new graduate. "She helped me get through my struggles by listening to me and helping me prioritize and focus on what was important," recalled Peggy. "She'd give me a follow up note occasionally to encourage me, it really lifted my spirits!" Peggy also nominated Laura for her impact on patient care at Deaconess. "When I think of Laura I think of a caring, compassionate, team player who always has a smile on her face."

Kari Newport earned her

nomination on her way home from work one January day. Kari stopped at the scene of an accident and aided a very seriously injured man. Kari applied pressure where needed, stabilized his injuries and comforted him until paramedics could arrive. Linda Booth, Birth Center, nominated Kari for this act. "Kari always goes beyond what her job requires...Her actions demonstrated Deaconess values by showing true Christian love and compassion for a stranger," explained Linda. Linda continued, "She is truly a Nurse Exemplar".

The February 2006 issue will feature stories about the final four 2005 nominees. The Nurses Week Committee will begin to solicit nomination shortly after the first of the year. If you have a coworker that you'd like to recognize you may submit that nomination to me prior to January by emailing me at [jason.jones@deaconessokc.org](mailto:jason.jones@deaconessokc.org). Or, call me at X4561 if you have any questions.



**Deron Dunnington, RN**



**Laura Koger, RN**



**Kari Newport, RN**

## References for "Letter from Leslie," Page 1

- Hill, J. Edward. Health Literacy in a Rural Clinic. Rural Nurse Association's Online Journal of Rural Nursing & Healthcare 2005 Vol. 2.
- Mantone, Joseph. Reading, writing and relating. Modern Healthcare 2005 Vol. 8: 30-31.