The Mount Sinai Hospital & Mount Sinai Queens, a campus of Mount Sinai Hospital received Magnet Designation by the American Nurses Credentialing Center. It is the highest award given to hospitals based on excellent nursing care and patient outcomes. It is the gold standard of nursing that elevates a select few above the rest.

While extraordinary medicine and science determine directions for health care, it is the nurses who are responsible for its delivery. Bravo to all who provide exemplary professional nursing care, as we continually strive to be transformational leaders. We advance nursing practice through new knowledge, innovations and improvements.

We positively influence global nursing and health care. We benefit from the structural empowerment of Mount Sinai Hospital. Please enjoy some views of our celebration and congratulations to Mount Sinai Nurses.

"IT ALWAYS SEEMS IMPOSSIBLE UNTIL IT’S DONE"

My Experience as the Magnet Program Director
Geralyn Mcdonough, MA, BSN, Director of Nursing, MPD

In March of 2014, Dr. Porter approached me to assume the role of the Magnet Program Director (MPD). Although I was extremely honored and overjoyed with the offer, I was slightly scared. We submitted our document, all 4700 pages, of which the entire Magnet Steering Committee was proud. We had confidence in our data, nonetheless, the daunting job remained to educate, motivate and inspire thousands of nurses at all levels to understand and feel the passion of what it means to be a Magnet Hospital. Little did I know that it would turn out to be a labor of love.

I was already familiar with the document since Grace Marin and I were the lead writers for the Magnet component Transformational Leadership (TL). We had spent most of 2013, writing and rewriting TL, each time we presented in front of the Magnet Steering Committee lead by Carol Porter, we were asked to strengthen and refine our writing. At the time, Grace and I were exasperated and yet determined to make TL the most evidence-rich and eloquent component in the entire document. Grace and I finished TL in August of 2013, and along with the rest of the Steering Committee we worked to ensure our data was accepted and as we found out...

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Magnet Escort.....
an Opportunity and Privilege

Submitted by Lynette Joy Romanovitch, BSN, RN

Receiving Magnet Recognition is hard. It requires dedication, commitment, innovation and passion for patient care by the entire organization. June 2nd to June 6th, 2014, the American Nurses Credentialing Center (ANCC) surveyed Mount Sinai as the final step for our third re-designation and the first designation for Mount Sinai Hospital of Queens.

During the site visit, seven Magnet Champions were chosen to serve as Magnet Escorts, including myself Lynette Joy Romanovitch BSN, RN- KCC 3 South; Lissy Rivera BSN, RN- 10 East; Nadine Ambrose BSN, RN- KCC 2 South; Carla Alves RN, MS- KP6; Myra Escudero BSN, RN Ruttenberge Treatment; Zaimoon Latchman BSN, RN – CCU and Joanne Anderson BSN, RN – KP 5.

To qualify as a Mount Sinai Magnet Escort, you must be a nurse who embodies the Mount Sinai Magnet Nursing culture and conveys positivity when speaking about clinical experiences. Each one of us was assigned an appraiser who we escorted to various destinations throughout the hospital. We timed the interviews and alerted our appraisers by knocking on the door at the final five minutes. This was so they could wrap things up and keep on schedule for the next meeting.

Magnet Escort, Carla Alves was grateful for the experience: “I was given the opportunity to see how essential the nursing role is throughout the institution. I was privileged to escort one of the appraisers and what a delight! She was a wonderful, talented, very smart, professional and engaging person. We bonded right away and built a good rapport. Not only was she here to look at the hospital as a whole, but she also [got to see] the individuals who make up the Mount Sinai Team. This attention to individual is a core principal of nursing. It was very gratifying to see that Magnet appraisers displayed this theme. For example, she was genuinely concerned about how I care for myself, especially since I care for very seriously ill patients Palliative Care Unit on KP6 who may near end of life. Following the site visit, I reflected on what was learned from the experience, what opportunities for improvement were discovered and on the accomplishment of nursing,” reflected Magnet Escort Carla Alves.

Mount Sinai has provided us with the framework to stay grounded with enough room for growth at the most opportune times. When I was asked to assist and escort the surveyors, I was elated. My partner, Lissy, and I escorted the team leader, Jim Fischer. Pride is something we see every day here and during the survey, we shined. It was exciting to visit the various units and see the staff gleaming with joy as they described the high standard of care that they deliver each day.

To qualify as a Mount Sinai Magnet Escort, you must be a nurse who embodies the Mount Sinai Magnet Nursing culture and conveys positivity when speaking about clinical experiences.

We showcased our everyday work, work that makes a difference in patient’s lives. Our job, our career, and our personal and organizational journey were the center of all the attention. Nurses have always been the forefront of care in Mount Sinai and this was just one avenue to recognize what has always been. Rounding with Magnet Appraisers was one of the most fulfilling experiences of my nursing career. From unit to

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“Do what nobody else will do, a way that nobody else can do, in spite of all we go through; is to be a nurse”

– Rawsi Williams.

This is one quote out of many adored and profound quotes that I have come across in nursing literature. Ms Rawsi Williams is a fellow RN and Criminal Defense Attorney. These readings are useful to me to keep myself enthused and mentally efficient when overcoming challenges in my work place.

My name is Kenneth A. Gyan, and I currently work as a Registered Nurse in the Post Anesthesia Care Department of Mount Sinai Hospital. I have been practicing as a clinical staff nurse for nearly five years; three of these phenomenal years were spent working amongst Mount Sinai's elite nursing team. I began working on 8 East's Orthopedic, Urology, and Plastics department as a staff nurse and then moved to the Post Anesthesia Care Unit. Having worked in both of these departments, I noticed a commonality. It is this: regardless of academic preparation, clinical training, work experience, degree or the area of your expertise; nurses continue to go above and beyond the call of duty to advocate, empower, protect and care for our patients. The nature of our profession and our innate qualities calls us to do so. Our very own Dr. Carol Porter confirmed and reassured me of my belief when she stated in the 2014 series of Nurse.com magazine that, “We care for our patients as we do our own families”. I found her statement to be aligned with my beliefs that the same kind of love and compassion we express for a family member and/or ourselves, we have for our patients.

I am most humbled and grateful to speak on behalf of the nurses of Mount Sinai Hospital in Manhattan. It is our deepest joy to be honored this third consecutive Magnet designation for nursing excellence from the American Nurses Credentialing Center. This yielded end goal came from months of extensive and informative in-services and training led by and taught by our Magnet Program Director, Geralyn McDonough, as well as many other designated personnel in the hospital on the gold standard of what it means to be a Magnet Nurse. A Magnet Nurse is a special kind of nurse: a nurse that uses academic excellence along with compassion, in order to deliver and promote optimal levels of care to their patients. Through this commitment we advance ourselves by enrolling in programs to gain certifications and degrees which will enhance our current knowledge to continue providing the best care for our patients.

Madison 5 Staff Sharing Their Magnet Survey Experiences...

“I had the pleasure of experiencing Magnet re-designation, and I must say it was well organized from the beginning. The unit Magnet Champion Melody Cubas, RN provided staff with great amount of information and knowledge after each meeting regarding quality improvement and standards required for Magnet re-designation. On the day of Magnet survey site visit we had a wonderful surveyor Dr. Mailey. The staff provided Dr. Mailey with a tour of the unit and was able to articulate the data from the quality indicator's implemented on the unit. This was a wonderful experience and rewarding knowing I was part of Mount Sinai Hospital receiving re-designation for an additional 4 years.”

By: Kelly Sampson, BSN, RN, Madison 5

“I found the magnet prep very comprehensive and well planned out. I was surprised how relaxing and put at ease we all felt after the unknown. The surveyor was wonderful and very positive.”

By: Darrell George, BSN, RN-BC NYSNA delegate Psychiatry

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Felina Jimenez, RN and Jeffrey Cheung, RN

Our Magnet Journey to Excellence

Felina Jimenez, RN and Jeffrey Cheung, RN

January 2014: the Mount Sinai buzz was that the ANCC site survey for Magnet Re-designation was scheduled for late May/early June. Our Clinical Nurse Manager, Runa Guy, met with us to formulate a plan for preparing the staff. We didn’t know where to start!

The staff decided to review the theory and tenets of Magnet and examine how we practice them in Ambulatory Medical/Surgical nursing as part of our daily practice. Every nurse was assigned chapters to present in the Tuesday staff meeting.

Jeffrey Cheung, Mount Sinai Nurse for six months:
As a new nurse to Mount Sinai, I felt I was being given a great opportunity. I was initially anxious, but began researching Magnet information. I taught my peers about Magnet and helped them understand the importance of re-designation. We reviewed MSH Relationship Centered Care and were reminded as to how it fit into our Exemplary Professional Practice.

We examined how educational advancement, evidence based practice and research were components of New Knowledge, Innovation and Improvements.

“We began to understand how the Magnet principles interweave to create a rich tapestry producing improved Patient Outcomes.”

These Ambassadors can be found everywhere in Mount Sinai. Their August Newsletter reviewed Patient Confidentiality and how to respond to Press and Media Inquiries. This was apt since the whole block on Madison was filled with news vans at the time. The Newsletter reminded the Ambassadors that “we enter a trust with our patients and give them maximum privacy”. These quotes are taken from the August Ambassador Newsletter written by Laureen Nowakowski, the Administrative Manager for the Cullman Institute and Patient Service Center.

In this Newsletter, two wonderful examples of how Ambassadors made a difference were illustrated. The first one told the story of Laura Silva, an Ambassador who was transferring from a bus to the subway when she was approached by a couple who inquired if she worked at Mount Sinai. (She was wearing her red Ambassador’s polo shirt). She did not give them directions; instead she escorted them from East 96th Street up to Cardiac Admitting. In the second, a woman stopped by the Madison Avenue desk to describe her visit to the ED. Apparently, an Ambassador had gone to the gift shop to get a few small toys for her child. She

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Joseph F Cullman Jr Institute for Patient Care and the Patient Service Center

These Joseph F Cullman Jr Institute for Patient Care and the Patient Service Center supports patients and their families by working together to promote a patient-centered culture of care. They focus on safety, service and compassion enlisting volunteers and community members.

As the weeks passed, we began countdown mode for the Magnet site survey date. We became energized as we educated each other about Magnet Principles each Tuesday, our designated Magnet education day. We had the support of many of our Attending Physicians as they joined our effort. Dr. Himel of the Wound Clinic collaborated with us to create a visual rubric of how Mount Sinai Hospital Relationship Centered Care made a difference in our Patient Care Outcomes. Dr. R. Yanagisawa, of the Endocrine Clinic worked with Clinical Nurses D. McCauley and B. Beardwood to develop our Fine Needle Aspiration (FNA thyroid) initiative which resulted in increased patient satisfaction and efficiency improvement.

Dr. E. Strauss, orthopedics, Dr. W. Tse neurology, and many others, were enthusiastic supporters. Our Magnet project itself epitomized Mount Sinai Hospital Relationship Centered Care. I found my anxiety levels diminish as my knowledge and confidence grew. Runa informed me, that I was chosen to be a part of the team to represent our staff in the Survey. I responded with pride as I told her, “I am all in and ready for the challenge”.

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Rachel Peltz
Student Nurse Intern 2014
Graduation Speaker.

The Student Nurse Intern Graduation took place on August 7, 2014.

Sixteen exceptional nursing students from institutions throughout the United States started working at Mount Sinai on June 9th as Assistive Personnel on sixteen units.

Clinical nurse managers and mentors accepted the students, willing to give them an opportunity to experience the day-to-day in a Magnet facility.

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Rachel Peltz – Student Nurse Intern worked in the Emergency Department over the summer. Rachel was chosen to give the SNI graduation speech.

The speech was eloquent, poetic and moving, delivering a message not only for student nurses, but every nurse.

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Reflection of the Magnet Journey
at Mount Sinai Queens

Patricia McPhoy, MSN, RN
JNE Ambassador/Emergency Department, MSQ

Good afternoon and thank you for the opportunity to reflect on our Journey to Nursing Excellence. My name is Patricia McPhoy and I am a registered professional nurse and JNE Ambassador currently practicing in the Emergency Department at Mount Sinai Queens.

Four years ago Dr. Kathleen Scher shared her vision for Mount Sinai Queens to embark on the journey towards nursing excellence and Magnet® recognition. At the time, this seemed a mere grandeur delusion. Dr. Scher was visionary in developing structures and processes that supported direct care nurses to become more actively engaged in participative clinical decision making. The vision was articulated through continuous dialogue through our JNE and Unit Practice Councils. We eventually grasped that the purpose of the journey was to enhance our patient outcomes and improve the practice environment. Nursing leadership recognized our collective potential, saw beyond what we were, and envisioned us for what we could become.

We grappled with learning about the Magnet® Model - i.e. transformational leadership, structural empowerment, exemplary professional practice, new knowledge, innovations, improvements, all connected in one way or another to empirical outcomes.

Through growing pains, and with our visionary leadership, we were encouraged to think outside the box, and soon the grandeur delusion became contagious.

We began to see ourselves for what we could become and one step at a time, staff joined the journey and believed in the possibility. JNE Ambassadors emerged as leaders to whom their peers looked up, sought information, and offered assistance to keep the train to nursing excellence moving in the right direction. Relationship Centered Care is the foundation of our professional practice and provided a platform for Evidence Based Practice Projects and improvement initiatives. This paved the way for transforming nursing practice.

This journey supported the value and significance of collaborative practice and

Magnet Escort..... an Opportunity and Privilege

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unit, the message was the same: “I am proud to be a Mount Sinai Nurse”. Our focus on Relationship Centered Care, Patient Outcomes, and utilizing New Knowledge and Innovations was a constant theme. The Magnet Journey is rewarding: the seeds are planted and we are enjoying the fruits of our hard work and constant endeavor to excel. Even though there was great celebration and jubilation for achieving such a prestigious recognition; nurses remain humble performing our duties.

Being a Magnet Escort was truly an opportunity and an honor. It was not only the escorting of bright, accomplished and inspiring appraisers around the hospital, but also working closely with our own excellent Nursing Leadership Team. It was a great privilege and an empowering experience learning and witnessing how Mount Sinai practices the tenets of the ANCC Magnet Program at our bedside.
My Experience as the Magnet Program Director
Continued from Page 5

during our Site Visit, it was one of the best documents our four appraisers had ever read.

The Magnet Steering Committee especially, Maria Vezina, Elizabeth Bolston, Arlene Travis and Medel Paguirigan played pivotal roles in developing the educational materials and classes that supported the preparation of the Site Survey. The creation of the online PEAK module, the Magnet Moments, the Magnet Education Pocket Guide and the centralized classes were all integral components to building a foundation for the nurses, but the classes and the educational materials would only go so far. We had to devise a plan that would ignite the spirit of the nurses to understand and recognize the importance of the care they provide every day. The nurses would have to embrace their profession, their care and their data with unbridled enthusiasm to ensure a successful survey. I knew they could do it. I knew in my heart, the nurses of Mount Sinai and Mount Sinai Queens would step up, and show the Appraisers what Mount Sinai was all about.

At this time, I started touring the units in preparation of our survey. Mary Dee McEvoy developed a rounding checklist that would validate and measure unit readiness. The nurses on the units were eager to learn and be coached. Their excitement for learning was palpable; they were very engaged and willing to learn, making my job easier. In the second week of May, we conducted a mock survey. This was my opportunity to learn everything I could from our external consultant Peggy Jones. She was invaluable to me as she coached and taught me the nuances of the Site Survey and what the Magnet Appraisers would be attempting to validate.

Unlike a routine Joint Commission Survey, the Magnet Survey is an opportunity for each nursing unit to showcase their accomplishments and display their pride for the nursing care they deliver. I fully understood that the engagement of the Clinical Nurse Managers was crucial to our success. In our May Nursing Leadership, I provided education and suggestions to all the CNMs on ways in which we would WOW the Appraisers. It was essential to reinforce that the entire Magnet Survey focuses on outcomes, outcomes and outcomes. The nurses would have to know inside and out their Patient Satisfaction scores, their Nurse Sensitive Indicators and their RN Engagement scores. I ended the leadership meeting with the famous quote from Nelson Mandela, “It always seems impossible until it’s done.” Thinking back, I believe this meeting and the quote in many ways served as a catalyst for all of us.

I was proud that Dr. Porter recognized me and chose me to be the Magnet Program Director. Dr. Porter was always there for me, always supportive, and guiding me through the Survey preparation. Her leadership and enthusiasm for Nursing inspired me to succeed. Her faith in my leadership abilities strengthened my own. I believe all leaders should possess humility, in understanding that your team is only as strong as your weakest link. I was determined that by the time the Appraisers arrived at the doors of Mount Sinai, there would be no weak links anywhere.

I would be remiss in not mentioning the important and key role Mary Dee McEvoy played in our Magnet designation. She was instrumental in supporting me and the entire organization to attain Magnet designation a third time. Her mentorship, encouragement and positive feedback were unwavering. She had an uncanny ability of keeping me laser focused on the finish line. She and I rounded on every unit that wasn’t visited during the mock survey, to make certain every clinical unit knew the importance of greeting the Appraisers, understanding the data and demonstrating pride about being a Sinai Nurse. On the units, the intangible became tangible. The Nurse Managers and the Clinical Nurses were proud, smart and articulate. After each unit tour, we became more and more confident that re-designation was in our grasp. We organized several mock interview sessions to prepare our committees for the Site Survey. By holding me accountable, pushing me to do more, Mary Dee made me a better person, better nurse, and a stronger leader.

On June 2, 2014, the Appraisers arrived for an intense five day survey that would verify and validate that what was written in our document was alive and well in our practice. I knew we were ready. I knew that all our preparation and commitment to our patients and each other would be recognized. We established “Magnet Central”, which became the epicenter during the site survey. Mary Dee and I with the assistance of countless others orchestrated the logistics of the survey from here. Laureen Nowakowski was the unsung hero in planning all the invitations, attendees’ lists, conference rooms, luncheons and supporting our fabulous Magnet escorts.

During debriefing, at the end of each day, the excitement and increasing energy was indescribable! Clinical nurses could not contain themselves; they wanted to share their experiences from the unit tours. It was motivating to see such tremendous spirit and pride of all the nurses and nurse leaders. The nurses of Mount Sinai demonstrated once again how powerful we are as a TEAM. I am grateful to all the people who supported me, and accepted my direction with professionalism and enthusiasm. The biggest lesson for me from the entire experience is that Magnet is more than designation; it is a way of life. We need to continue to embrace the components of the Magnet Model every day and with every patient.

Felina Jimenez, Mount Sinai Nurse for 28 years: “Your name was randomly picked and you were chosen to be the Magnet representative for the Med/Surg Specialty Clinic”. My initial panicked reaction was “what do I do now?” As she imparted this news, Runa proceeded to calm me down and boost my confidence. I’d been a nurse in MSH for 28 years, but I had never done anything like what she was proposing. She spoke with conviction: “it is your time to shine!” and assured me that she would be by my side throughout. I was still overwhelmed with the idea, but slowly began to convert the anxiety into positive energy and accepted the challenge.

I prepared and was a good model for my peers.

I participated in our Tuesday Magnet presentations and studied all the Magnet Moments that were sent to us via email. Runa suggested we study Magnet Moments in the bus and train...I did that and I slept with my papers and dreamt Magnet.

I loaded my phone with Magnet Nursing information. My family grew concerned as I began to zone out focusing on Magnet Moments.

I set out to prove to myself that I was a strong Sinai asset. Barbara Gelpi, RN and I prepared a power point presentation of our ACTH Project. (The ACTH stimulation test measures how well the adrenal glands respond to adrenocorticotropic hormone. ACTH is a hormone produced in the pituitary gland that stimulates the adrenal glands to release a hormone called cortisol.) This project later earned an impressive commendation from our team of Nurses, Physicians and Nursing Leadership including Visiting Scholar, Dr. Joyce Fitzpatrick who is Adviser to the Center for Nursing Research and Education. My journey was so rewarding and enriching. I was truly proud of myself, as was my family; being a Magnet Representative was being a Champion by heart.

Our team celebrated our achieving Magnet Re-designation with a festive breakfast. Everyone enjoyed eating and sharing our individual stories which led to our success. It was a great group effort involving Clinical Nurses, Assistant Care Technician, Nursing Leadership including Lavonia Francis, Senior Director of Nursing, Linda Margulies, Nurse Educator and Runa Guy our clinical nurse manager who gave us inspiration, courage and stood by us in our journey to success. We are also grateful to our dear friend Dr. Antoinette Bonacorso, who is our “life coach “ in this inspiring journey. I learned to embrace and live Magnet, and truly appreciate how it defines our daily practices.
I had the privilege to participate in the Magnet Site Survey with nurses from other departments. During that survey, we shared our education and professional backgrounds, learned about what motivated each of us to pursue a nursing career. Some of the stories shared that day were emotional and very inspirational. This moment in my career was monumental for me, because while connecting with nurses within my department was one thing, but sharing similarities and goals with nurses from other departments helped me see that nurses are called, not chosen. How proud I was of my nursing colleagues that day.

How many times have friends or family members, after finding out you went in to nursing, replied I can see it because of the tone of your voice, or because of your attentiveness, or care, or compassion, or empathy for others? All of these qualities that I have mentioned describe the uniqueness in the traits that we as nurses have and because of these very same traits, we celebrate the accomplishment of our third consecutive Magnet designation today. Mount Sinai Family, I would like to leave you with a charge today to come to work everyday as if we were up for re-designation. Let that pride and enthusiasm illuminate in the way we present ourselves to work and to our patients, in the way we speak to them and the way we speak to our colleagues, in our gentle touch, because wherever we are, we are an entity of this prestigious establishment. Thank you for the opportunity to speak on behalf of the nurses of the Mount Sinai Hospital where I strongly believe, "Nursing is not just an occupation to us, it is an everlasting lifestyle". Be well!

Reflection of the Magnet Journey

I could not have been more proud to be working at Mount Sinai Hospital when we received the 2014 ANCC Magnet Re-designation. Amidst the balloons and pom-poms, the excitement could not be contained within the room. We all worked very hard during the Magnet Re-designation period. Staff Nurses, Clinical Nurse Managers, Nursing Directors on up to our Chief Nursing Officer were all celebrating and cheering.

I consider myself lucky being a new grad hired at Mount Sinai. I started employment during the Magnet Re-designation period and I was oriented to practice MSHRCC, (Mount Sinai Hospital Relationship Centered Care). By sitting with my patient at an eye-to-eye level, I felt that my relationships with my patients become personal. I remember forming a bond with a patient over watching the World Cup. Throughout my shift as I would pass through the rooms this patient would update me on the Match. By establishing this relationship with the patient, I wasn't just hanging I.V. bags for him. I was a friend watching the Soccer Match with him and it made me more conscious of what care I was providing. I wanted to provide the best care possible, like I would with a family member.

The Magnet Appraisers arrived on our unit and all our nurses, from new grads to the experienced, introduced themselves. I was happy to present 6 West to the appraisers with my fellow nurses. We showcased our unit to Mr. Jim Fischer and the information he provided during our appraisal gave me more insight. He spoke about how sitting down with your patient rather than standing at their bedside improves patient satisfaction. Also, Pain Resource Nurses that are assigned on our unit to improve patients' pain relief are nationally certified. As we were presenting, I was could see how of the "New Knowledge" component of the Magnet Model fits into my Nursing practice.

Prior to the Magnet Appraisers arriving at Mount Sinai, I attended the Magnet rally. I volunteered to quiz nurses about Magnet. I was impressed by how much every nurse knew. Magnet was part of their daily clinical practice. They were able to articulate Magnet teachings and it was clear this was imbedded in Mount Sinai Nursing Practice. I am proud to say that our Exemplary Professional Practice of Mount Sinai nurses make me full of pride to be a Mount Sinai Magnet Nurse.
Joseph F Cullman Jr Institute for Patient Care

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expressed her gratitude as she described how helpful this had been to help them cope with the waiting.

Indeed, Ambassadors can be seen rounding on patients and families. They provide newspapers, magazines, coffee, tea and comforting words to patients and families.

In the Post Anesthesia Care Unit (PACU) or commonly referred to as Recovery Room, many patient and family complaints stem from the unavailability of a unit bed when the patient is clinically ready to leave the PACU. Due to the layout of the PACU, patients’ privacy, space, communication and entertainment options are all limited. Comfort might also be an issue with stretchers not affording the same supports as regular hospital beds. Recently, when we experienced nine ‘overnighters’, our management team (Geralyn Mcdonough, Director and Christine Scott-Nurse, CNM) worked with Laureen and Victoria, an Ambassador, to try to provide consolation for these patients and families. As Laureen and Victoria rounded, they listened to people vent their frustrations, offered meal cards, parking vouchers and even delivered a Polish language newspaper to a Polish speaking patient. While these acts of kindness and concern did not give these people what they wanted, they certainly helped to soothe frayed nerves and discontentment.

After seeing what a difference these simple acts made, I emailed Laureen myself. I had just transferred a young woman up to GP 10 East. She had done well after a laparoscopic appendectomy. She was a tourist in NYC, having just arrived from Brazil the day before. Getting suddenly ill, she went to Mount Sinai’s ED and was then taken for surgery. She had no family here and was so sad that “her vacation was ruined”. After emailing this story to Laureen, I received her answering email asking what size t-shirt I thought she would need. Laureen was providing her with her very own Mount Sinai souvenir.

As Nurses, we know that Patient Satisfaction is measured by HCAHPS and Press Ganey. To review, the Centers for Medicare and Medicaid (CMS) use a healthcare survey, HCAHPS, to assess a patient’s hospital experience in all United States Hospitals. HCAHPS stands for Hospital Consumer Assessment of Healthcare Providers and Systems survey. The questions ask about the communication between doctors and nurses, staff responsiveness, cleanliness and quietness of the environment, pain management, communication about medicines and discharge information. Many of our patients choose to offer feedback independent of these surveys. Their comments, positive and negative, are crucial to our better understanding their experience. Press Ganey is another survey used by other hospital areas to take the pulse of patient satisfaction. From their website: ‘Yesterday, we were helping clients improve the delivery of care. Today, we are helping clients drive targeted performance improvement and transform the patient experience.’ Together HCAHPS and Press Ganey are guiding how we care for our patients by asking patients how they wish to be cared for.

Please continue to let the patients and families know that they are valued and encourage them to communicate ways in which we can better care for them. Laureen included this quote in her newsletter, I just have to share it with you here: “The fragrance remains on the hand that gives the flower” –Ghandi Thank you, Laureen.

Rachel Peltz

Continued from Page 3

One of my favorite songs is called Victory by Janelle Monae, and the words of the chorus are “To be victorious, you must find glory in the little things.” To be victorious—what does that even mean as a student nurse? I came into this internship wanting to be victorious, wanting to do everything right, wanting to reach this day and feel ready to be a nurse. But victory in nursing doesn’t always go like that.

“To be victorious, you must find glory in the little things”. Nursing is full of little things, and if you stop to notice and value them, it can transform your work. Early on, I felt myself getting caught up in big generalizations like whether or not I was “good enough” as a student nurse. And when I looked at my work that way, I always felt like I was coming up short because I could never quite reach that level of “mastery” that I wanted. A few days in, I decided that I was going to have to shift my mindset if I wanted to make anything of this internship, so that’s what I tried to do. Instead of coming into work with all these concerns about my future career and the kind of nurse I had to become, I decided I was going to find little moments in my day that made a difference, and take it from there.

Find “the little things,” like when you’ve been watching a critical patient all day who just isn’t getting any better, and then you check his blood pressure and it finally goes up. Like the look in his wife’s eyes when she’s finally regaining hope. Like when a patient has been fighting with their frustrations, offered meal cards, parking vouchers and even delivered a Polish language newspaper to a Polish speaking patient. While these acts of kindness and concern did not give these people what they wanted, they certainly helped to soothe frayed nerves and discontentment. After seeing what a difference these simple acts made, I emailed Laureen myself. I had just transferred a young woman up to GP 10 East. She had done well after a laparoscopic appendectomy. She was a tourist in NYC, having just arrived from Brazil the day before. Getting suddenly ill, she went to Mount Sinai’s ED and was then taken for surgery. She had no family here and was so sad that “her vacation was ruined”. After emailing this story to Laureen, I received her answering email asking what size t-shirt I thought she would need. Laureen was providing her with her very own Mount Sinai souvenir.

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Please continue to let the patients and families know that they are valued and encourage them to communicate ways in which we can better care for them. Laureen included this quote in her newsletter, I just have to share it with you here: “The fragrance remains on the hand that gives the flower” –Ghandi Thank you, Laureen.

For me, this is the heart of nursing: creating those moments that may seem small on the surface, but make all the difference in uplifting the lives of the patients you serve.
Madison 5 Staff Sharing Their Magnet Survey Experiences...

"I am writing to thank you for the opportunity to participate in the Mount Sinai, Madison 5 Magnet Re-designation visit and evaluation by Dr. Mailey. I was honored to be able to represent my Hospital and all of the other nurses who work so very closely to provide our patients with high quality patient care and educationally supportive environment on our unit every day. We nationally certified nurses have earned the privilege to share our accomplishments, our continuing education and professional advancement, our national and international medical mission outreach work and our dedicated volunteer efforts with Dr. Mailey. We realized very quickly on our unit tour that we have a good deal to be proud of in all that we provide to our patients and their families equally suffering with the burdens of mental illness. It became obvious that Dr. Mailey has a wealth of her own knowledge and professional nursing experience especially in a wide range of psychiatric specialties. Dr. Mailey could immediately appreciate our hard work, dedication and commitment to improving the Mount Sinai culture of caring for our many special needs patients by employing as much evidence based nursing practice as we can to our identified clinical challenges of patient safety and falls prevention.

Thank You for the Opportunity to Share and Grow here at Sinai.

Getl Kasper RN-C, BSN,MSN, MPH, NP-BC, CARN-AP

"In preparation for the Magnet visit- I attended several of the Magnet meetings as I am one of the Magnet champions on my unit and with other champions reported back to fellow M5 nurses about what we talked about in the meetings. I was able to explain to other nurses how to read our data and what to mention during the survey. I assisted in preparing the unit by redesigning the unit Magnet board and QI board with fellow nurses. I also wrote a short article in the Magnet newsletter (Spring 2014) about Uniforms in Psychiatry. Wednesday June 4, Dr. Mailey visited my unit and I was one of the nurses she met. All the nurses that day greeted Dr. Mailey at the door and toured her around the unit and discussed our QI board afterwards. She was there a short period but she was impressed by our enthusiasm and contentment. I was nurse on Madison 5 and at Mount Sinai. We conveyed our happiness with our manager, who has always been supportive of each of us.

I attended several debriefings during the Magnet Visit and informed the nurses on M5 what was discussed and what other units were asked. Hearing everyone’s positive feedback after their surveys, made everyone more excited and certain that we would be re-designated (and we were right!).

As a new nurse, being involved preparing for Magnet and participating during the visit, made me proud. I saw the nurse leaders, managers, and floor nurses thoroughly involved and excited but nervous. Being a Magnet hospital is a great honor which a select few hospitals have been designated. Seeing all the volumes of data, I was amazed at how much work everyone did. We worked so hard to retain our Magnet designation and at the same time have improved how nurses worked for our patients, the hospital, and our community. I am proud and very grateful to be a Mount Sinai Magnet nurse."

By: Marielle Cabalquinto, BSN, RN

My Magnet Survey Experience

"Being a magnet champion is not only a unit representative to attend magnet meetings. I have to do my very best to be a role model for excellence in patient care. I am optimistic and enthusiastic in this journey. I think I tried my best to be fully engaged as an ambassador for our magnet journey.

"I told myself, I should have been used to this already...my third Magnet Survey! But I wasn’t, I was so nervous and stressed out in the beginning. It was too much pressure because I know we all prepared, and we all expect to get this re-designation. I thought this survey was the most nerve wrecking, but the most fun and most participated experience I ever had. I am so proud and grateful to have a wonderful nursing team in Madison 5 led by our awesome manager, Ms. Mary Joy Adverderada who has been so supportive to all of her staff. I would also like to extend my sincerest thanks and appreciation to my fellow magnet nurses (Darrell, Kelly, Getl, and Marielle) who proudly and excitedly shared their knowledge, experiences, dedication, and commitment to provide our patients with excellent and quality outcomes. I am so proud to be a Mount Sinai Nurse, and thankful for making us grow professionally by giving us all educational opportunity and support. It is my great pleasure and privilege to be a magnet champion and be one of my unit’s representatives in this journey.

This year, for the first time I am looking forward to attend the ANCC Magnet Conference in Dallas, Texas. It feels good to know that Mount Sinai Hospital will once again be recognized and awarded this prestigious award."

By: Melody Cubas, BSN, RN-BC

Madison 5 Exemplary Professional Practice

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cartoons or color books) to encourage mental and social stimulation and advance engagement. On a case by case basis, we evaluate these patients for their readiness to advance, to attend, and possibly participate at unit community meetings, scheduled PRT and RN unit groups and planned activities (Karaoke group, movie night and unit Holiday parties.) Nursing staff working with the family (if involved), the residence (if appropriate), as well as all of the other Team members strive to offer training or educational challenges, as tolerated, in the form of these unit groups.

Observant religious patients, both Muslim and Orthodox Jewish, need to be able to trust staff members to respect and encourage their full spiritual practices. Facilitating Muslim practitioners to be able to pray five times a day and Jewish practitioners three times a day are some of the ways we can honor their spiritual needs. Typically Moslems pray with a prayer rug facing East and Jews use a prayer shawl and leather phylacteries during their prayer. Fire-safe electric candles are provided for Sabbath and Holy days and dietary considerations are taken into consideration in meal planning. Recently, a psychotic, religious Muslim woman who used her hijab to try to strangle herself was placed on staff one to one in order to allow her head covering with a knit round cap instead of her hijab.

After further treatments and medicine adjustments, she was finally able to contract to safety and it was then decided that she could safely, once again, wear her hijab. Special needs and disabled patients such as: terminal cancer patients, patients with limited self-care and mobility challenges, patients with complex physical and educational needs, patients with advanced wound care healing needs, all are greeted by every Madison 5 nurse as an opportunity to relieve pain and suffering as well as reduce fear and anxiety through sensitive patient daily care and supportive planning and discharge teaching. We have seen great physical as well as psychiatric advances in intensive daily care patients. One example was a catatonie bed-bound man who eventually responded both to E.C.T. treatments as well as the constant support, stimulation and encouragement of the nurses. He recovered and was able to be discharged to home, fully cognizant of his own safety and the staff who played such an important part of his recovery and complete function. Another example is the assistance given a newly diagnosed diabetic with wound care healing issues.

As professional Registered Nurses, we are proud of every challenge that we meet and accept on our unit every day. We know that we advance ourselves individually, broaden our nursing practice and expand the respect for our entire nursing profession, in the exemplary, day to day work we do with the many special needs populations encountered here on Madison 5. We are gratified in the unsolicited positive, thankful feedback we often receive from many of these clients as a part of the unit patient satisfaction survey most clients fill out prior to their discharge home. More than this, we know we are treating, honoring and respecting the whole client, their family, their culture, practices and beliefs.