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NOTES FROM JACKIE

Dear Nurse Colleagues,

This month, I would like to focus on the second of our three strategic initiatives: *Patient Connections*.

As I read our patient satisfaction comments, I see you named by patients who speak to the impact your humanity is having on their hospital experience. I have witnessed the power of the nurse-patient relationship in the care that you provide and I recognize the impact that it has. These connections with patients and families are what drove my research around understanding and quantifying the phenomenon of patients' feelings known by their nurses. What patients told me was that when they felt known by their nurses, they felt recognized as a unique human being, they felt safe; they felt a meaningful, mutual connection with their nurses; and they felt empowered to participate in their care. I have experienced these feelings firsthand as a patient, a mother, a daughter and a nurse: the power of feeling known and not feeling like an

anonymous, faceless diagnosis or room number.

The stress in the current world and environment is enormous. Being hospitalized can be terrifying. How we as caregivers approach our work is key to supporting ourselves and our patients through difficult and challenging times. Many of you may be familiar with the nurse theorist Dr. Jean Watson PhD, RN. She is the founder of the Watson Caring Science Institute. She recognizes that in order to care for patients, families and communities, we must first care for our co-workers and ourselves.

Have you ever walked onto a unit one day and thought "this is going to be an amazing day!" and walked onto the same unit a day later and without anyone saying a word, thought "this is going to be an energy draining day." Why? It is because of the people and the intentions that we bring into our workspace. As open energy systems, the intentions

and energy we bring to our work environment impact all around us.

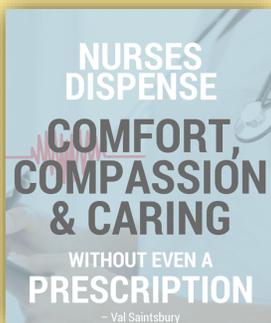
Might we consider in our start-of-shift huddles setting our collective intention for the day? It could be as simple as staff taking turns and sharing an inspirational message. It could be as easy as saying aloud "As we enter a healing space this day, let's commit to do no harm, to know and honor each patient and staff we encounter as a unique human being and to demonstrate kindness in all of our actions." At the minimum, we should all set the intention to center ourselves before we enter our workspace and start our shift.

Please continue to care for yourself and each other so you can bring your highest intentions and best self to those in need of your caring intentions. That is how we will continue to foster our goal of *Patient Connections*. Thank you for all you do.

Jackie

MILESTONES :

- > **Daisy Award nomination go-live 8/1/2020**
- > **St. Luke's has been named one of Newsweek/Leapfrog's Best Maternity Care Hospitals. Congrats, FCU nurses and staff, on this major achievement!**
- > **Summer Sun Safety month**
- > **Nurses Toolkit on Southcoast.org: one stop shopping for all things nursing at Southcoast!**



VITAL SIGNS

(days since last as of 8/1/2020)

| | |
|-------------------|---------|
| CAUTI | 3 |
| CLABSI | 21 |
| FALLS | 0 |
| FALLS WITH INJURY | 34 |
| HAPI | 57 |
| SSI | 10 |
| Sharps injuries | No data |

MEET YOUR PEERS: OUR TEAM

This month, take a moment to meet your teammates on your units and within the organization. Introduce yourself to someone new. These past months have created challenges and opportunities and you have all risen to the occasion in your own ways. We're in awe of your courageous drive and dedication to your patients and their families while you continue to provide high-quality care to our community. Take a moment to share your stories and experiences. How did you connect with patients and families? What innovative ideas did you design or

implement? How did you overcome your most challenging days? Your stories are important. We want to hear them. Visit the [Nurses Toolkit](#) to submit your story!



August is Summer Sun Safety month. #PracticeSafeSun

Skin cancer is the most common cancer in the U.S., and unprotected UV exposure is the most preventable risk factor for skin cancer.

- Here are some tips to reduce your risk:
- Seek shade, especially between 10am-2pm
 - Wear sun-protective clothing
 - Apply a broad-spectrum, water-resistant sunscreen with an SPF of 30 or higher (reapply every two hours)

For more tips and resources: Click the icon below or visit the American Academy of Dermatology at www.aad.org



Knowledge Nugget:
Here's a great article for your review...
[Healthcare inter-professional team members' perspective on human caring: A directed content analysis study.](#)
(click on article to be directed to link)