

NURSING

VANDERBILT UNIVERSITY
MEDICAL CENTER

Transforming patient care through professional practice

December 2017



A newsletter
from the office
of the Executive
Chief Nursing
Officer

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MSN, RN,
NE-BC

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EPIC MOVES INTO STABILIZATION PHASE

Thanks to a lot of hard work from thousands of people, Vanderbilt University Medical Center (VUMC) has successfully completed the Go Live Phase of the EpicLeap Project and officially moved into the Stabilization Phase. In the month since Nov. 2, we have experienced both challenges and successes. The focus to this point was on making the essential changes needed – tweaking security templates to ensure users have the correct eStar access to do their work, addressing equipment issues such as printer mapping, editing drug files to address scanning failures and much more.

We have used the workflows that were redesigned and adopted over the past two years and found that some work well and others need adjustment. During the initial “getting to know the system” period, we have all had to learn new ways of doing work. By now, some of these new work processes are beginning to feel like the new normal while others still feel uncomfortable. This is all expected.

During the Stabilization Phase, we will begin to address challenges that are more complex. This will require revisiting some of the same strategies we’ve used over the past couple of years when we were

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Happy holidays! I hope the season is filled with family, friends and much joy. We have shared an Epic year together, one we will not soon forget. Our Go Live phase of eStar is behind us, and we are now moving into the stabilization phase. You can read all the details here. My thanks again to everyone who has made this a successful transition.

In this issue, you will get to know two of our nursing leaders, Marlee Crankshaw and Michele Hasselblad. There are also kudos for many reasons. Nurse.org, a career site for nurses, has recognized Vanderbilt as a top

hospital for nurses. And we recognize the strong showing of Vanderbilt nurses at the recent March of Dimes Nurse of the Year honors. Please join me in congratulating them for this honor.

Once again, it has been a joy to work with you all for this last year. I wish you a very joyous holiday season and a happy and healthy New Year.

Enjoy this issue,

designing eStar. We will need to carefully look at work processes and consider what the eStar system functions support and what are barriers to the most efficient and effective work processes, then make needed changes.

The good news is that we will be doing this work based on personal knowledge of how the system works. This will still be challenging work that will require creativity, flexibility and teamwork. The work we do during Stabilization will create a stable foundation for future

development.

The Clinical Application Support Team (CAST) is fielding most of the Clinically-Oriented Help Desk calls and Self Service tickets. Call Teams are returning to a more traditional methodology for handling issues you report. What does this mean to you? Pegasus Help Desk Tickets will no longer be closed out following two unsuccessful attempts to contact the user. Instead, if the team assigned to your issue cannot reach you to get the information needed to address your problem, they will code the ticket as “unable

to reach customer.” It is very important that you follow up with the person trying to help you in order to get your issue resolved. Tickets pending resolution because of unsuccessful attempts to obtain information will be regularly reported to the organization’s executive team. The more information the customer provides, the greater the likelihood the issue can be satisfactorily resolved.

Thanks to everyone for all the hard work to date and keep up the great work as we close out 2017 and move into 2018 with our new eStar system!

NURSE.ORG NAMES VUMC A TOP HOSPITAL FOR NURSES

Nurse.org, a career site for nurses, has recognized Vanderbilt University Medical Center (VUMC) as one of the top hospitals for nurses to work in Tennessee.

Over the past two years, Nurse.org has collected 1,198 reviews by nurses at 100 Tennessee hospitals about their workplace satisfaction. The data showed that VUMC has one of the highest levels of job satisfaction among its nurses.

Reviewers cited great resources for nurses, flexibility, and professional development opportunities as the basis for the 4.2-star rating with 94 percent of the nurses surveyed recommending the hospital as an employer.

Marilyn Dubree, MSN, RN, NE-BC, Executive Chief Nursing Officer, said the achievement reflects VUMC’s institutional commitment to employee engagement. “This accomplishment speaks to the continuous efforts of nurses throughout our system who

make Vanderbilt one of the very best places for a nurse to practice,” she said. “Congratulations to every nurse who makes this possible.”

Nurse.org’s Product Manager, Phillip Lee, congratulated VUMC on this achievement saying, “We’re excited to be able to recognize Vanderbilt for providing an excellent work environment for nurses. Our survey data shows that Vanderbilt ranks in the top 2 percent in the state for nurse job satisfaction.”

Nurse.org provides a safe platform on which nurses leave honest workplace reviews. Completely anonymous, nurses share their opinions about culture, nurse-to-patient ratios and other matters important to them.

The full rankings of the Best Hospitals in Tennessee for Nurses are available to view at <https://nurse.org/articles/best-hospitals-tennessee/>

QUESTIONS & ANSWERS

WITH VUMC NURSE LEADERS

Marlee Crankshaw, DNP, RN, CNML

Position: Administrative Director for Neonatal Services

Work area: NICU, NBN, and Lactation Services



How long have you been a nurse leader at Vanderbilt? My first leadership role was in the fall of 2001, after I graduated with my MSN.

What is your favorite aspect of being a nurse leader? Supporting our staff in the quest for excellence. I feel so inspired by the care that staff give to our patients and families.

What is your No. 1 piece of advice for nurses? To strive to make a difference in each of the lives entrusted to us — to leave a heartprint for that patient and family. Heartprints will last a lifetime.

What do you do for fun when you're not at work? Grandchildren and great-grandchildren are a big part of my world. I also create handcasts for friends, families and customers.



Michele Marie Hasselblad, MSN, RN, NE-BC

Position: Associate Nursing Officer

Work area: Medicine Patient Care Center

How long have you been a nurse leader at Vanderbilt? Since 2005. I started as an assistant manager and transitioned through multiple roles over the past 12 years to my current position.

What is your favorite aspect of being a nurse leader? I enjoy leading teams to solve problems and make progress against what challenges them.

What is your No. 1 piece of advice for nurses? Embrace the concept of being part of a team. No one person can have all the answers or all the best ideas, but it's amazing what a team can dream up and accomplish.

What do you do for fun when you're not at work? I enjoy spending time with my husband of 26 years and our five children doing things like camping, boating and cooking. We are big hockey fans, too. Go Preds!

MARCH OF DIMES HONORS NINE VANDERBILT NURSES

Nine nurses from Vanderbilt University Medical Center (VUMC) and Vanderbilt University School of Nursing (VUSN) received top honors at the March of Dimes Tennessee Chapter Nurse of the Year Awards, held on Nov. 1 at Belmont University's Maddox Grand Atrium.

The event, in its eighth year, recognizes nurses who embody leadership, compassion and excellence in patient care across nursing specialties.

Here are the Vanderbilt winners, by category:

- **Advanced Practice, Jennifer Wilbeck, DNP, ACNP-BC, FNP-BC, ENP-C, FAANP,** Vanderbilt

University School of Nursing; Angela Wilson-Liverman, MSN, CNM, FACNM, Vanderbilt University Medical Center

- **Graduate Student Nurse, Stephanie Abbu, MSN, RN,** Monroe Carell Jr. Children's Hospital at Vanderbilt

- **Hospice and Palliative Care, Erin Harvilla, BSN, RN,** Monroe Carell Jr. Children's Hospital at Vanderbilt

- **Pediatric, Beth Sparta, BSN, RN,** Monroe Carell Jr. Children's Hospital at Vanderbilt

- **Public and Community Health, Patricia A. Detzel, MSN, CNM,** Vanderbilt University Medical Center

- **Quality and Patient Safety, Caitlin Pugh, BSN, RN,** Monroe Carell Jr. Children's Hospital at

VUSN Dean Linda Norman, DSN, FAAN, the Valere Potter Menefee Professor of Nursing, complimented the March of Dimes for recognizing such a strong group of professionals. "These are nurses changing lives in Middle Tennessee and beyond," Norman said. "They represent the very best in patient care and in nursing education. I'm delighted to see so many alumni and faculty honored."

The winners were chosen from more than 5,000 nurse nominees nationwide and 110 local nominees who represent the March of Dimes' vision for a healthier, stronger generation of babies and families. Award recipients were determined by

a distinguished selection committee comprised of nursing professionals who screened the nominations in a structured review process.

"These nurses are very deserving of this honor and we are pleased to play a role in saluting these patient champions for the care they provide daily," said Pam Rudisill, Senior Vice President and Chief Nursing Officer of Community Health Systems and 2017 Nurse of the Year Event Chairperson.



Vanderbilt

- **Research, Mary Jo Gilmer, Ph.D., MBA, RN-BC, FAAN,** Vanderbilt University School of Nursing

- **Women's Health, Ginny Moore, DNP, WHNP-BC,** Vanderbilt University School of Nursing.

"It is my pleasure to offer congratulations to these remarkable nurses," said Marilyn Dubree, MSN, RN, Executive Chief Nursing Officer. "At Vanderbilt, we work with the very best in the nursing profession."