

NURSING

VANDERBILT  UNIVERSITY
MEDICAL CENTER

Transforming patient care through professional practice

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A newsletter
from the office
of the Executive
Chief Nursing
Officer

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IN THIS ISSUE

Bylaws Convention continues
proud tradition

Vanderbilt nurses attend
Magnet conference

Cirpili returns as CNO of
psychiatric hospital

ELEVATING OUR CULTURE OF SERVICE

Increasing choices for health care consumers means that offering the best service is more important than ever. That's the reason behind "Defining Personalized Care — Elevating Our Culture of Service." Clearly defined learning opportunities will provide the coaching, knowledge and skills we need to deliver exceptional service with every interaction. A new learning segment will roll out each quarter.

The first, "Defining Personalized Care: Be Welcoming," takes fewer than 15 minutes to complete and focuses on three universal behaviors to improve the personal connection we make with our patients, their family members and even one other.

1. Acknowledge others with a smile
2. Be present in the interaction
3. Call people by name

At this point, all leaders and staff should have received an invitation from C. Wright Pinson, MBA, MD, Deputy Chief Executive Officer and Chief Health System Officer for VUMC, automatically enrolling them in the first segment. Click [here](#) to access the module if you are viewing this in digital form or visit the Learning Exchange.

Thank you to everyone for continuing to serve VUMC with the highest level of attention and striving for excellent patient care.

Patients are at the center of everything we do at Vanderbilt University Medical Center and few medical personnel have the pleasure of serving them as closely as nurses do.

From time to time, we need to refocus our efforts by reminding ourselves of what is truly most important. That is why we have launched a new program, "Defining Personalized Care — Elevating Our Culture of Service." The program includes quarterly modules in our Learning Exchange. You should already have received a link for the

first in the series.

Please complete this if you haven't already. The module identifies opportunities for us to build on our tradition of service and hospitality.

As 2018 draws to a close, I wish you and your families a very joyous holiday season and a happy new year. It is a pleasure to work with you all.

Enjoy this issue,

BYLAWS CONVENTION CONTINUES PROUD TRADITION

More than 150 nurses from Vanderbilt University Medical Center convened in Langford Auditorium recently for the biennial Nursing Staff Bylaws Convention.

The convention is an opportunity for VUMC nurses to make shared decisions in updating the document that governs how they do their daily work and practice.

Nurses nominate the delegates who gather every two years to approve changes to the bylaws. Many of those same delegates worked for hours at a retreat in July to draft proposed revisions.

"This is a document about the future," said Marilyn Dubree, MSN, RN, NE-BC, Executive Chief Nursing Officer. "It reflects how our organization is evolving."

The delegates at the retreat were part of history. VUMC has had nursing bylaws since 1980, and has held conventions during even-numbered years in recent history. The last convention was held in 2016.

Adrienne Ames, MSN, who was associate director of nursing in 1980, spearheaded the creation of the bylaws with Associate Director Frances Carson, under the leadership of Director of Nursing Rosamond Gabrielson.

The most recent changes to

the bylaws included input from delegates representing VUMC inpatient units, clinics and specialties, as well as the Bylaw Task Force, which is co-chaired by Kathy Moss, MSN, MBA, RN, PMP, NEA-BC and Jeremy Crawford, RBBA, BSN, RN, NE-BC. This year's parliamentarian was Rachel Kromer, MSN, RN.

The 2018 convention



More than 150 VUMC nurses convened in Langford Auditorium for the Nursing Staff Bylaws Convention.

approved 10 editorial amendments and four substantive amendments that were on the agenda, in addition to one amendment that was introduced on the convention floor.

Editorial amendments are typically updates to terminology and titles without changing meaning, while substantive amendments change the meaning or function of the bylaws.

"We are fortunate at VUMC to have nursing bylaws that govern our practice and

shared governance structure," said Erin Tickle, MMHC, BSN, RN, director of Shared Governance. "Every nurse has a voice, and we made some great strides in updating and changing our bylaws to fit our evolving practice and the growing Medical Center this year."

Substantive amendments comprised the following topics:

- Clarifying language that staff members are active participants in decision making
- Eliminating the Nursing Administration Board at the request of its leadership, as its duties have been distributed to other boards
- Removing the Manager Council and Case Manager Council in order to reflect changes in the reporting structure

Kathie Krause, MSN, RN, NNP-BC, NEA-BC, Chief Nursing Officer for Monroe Carell Jr. Children's Hospital at Vanderbilt, proposed a floor amendment to add the title of Vice President of Nursing to a membership list due to the expansion in leadership of the Adult Ambulatory area. The amendment was unanimously approved.

For additional information and bylaws resources, visit www.VanderbiltSharedGovernance.com.

VANDERBILT NURSES ATTEND MAGNET CONFERENCE

A group of nurses from Vanderbilt University Medical Center attended the annual National Magnet Conference, Oct. 24-26 in Denver.

The conference, organized by the American Nurses Credentialing Center (ANCC), attracted thousands of attendees from around the world. Magnet, a designation from the ANCC, is the most prestigious honor an organization can receive for the provision of nursing care and interprofessional collaboration.

Only about 9 percent of hospitals in the U.S. have the distinction, and VUMC has received it three times — in 2006, 2012 and 2017. VUMC is in the process of seeking its fourth designation.

The ANCC accepted abstracts from VUMC for four podium presentations and three poster presentations.

The podium presentations accepted were:

- Stephanie Abbu, DNP, RN, CNML, Children's Hospital, "Peer to Peer Mentoring";

- Gretchen Jayawardena, BSN, RN4, Adult Clinics – Cardiology Clinic, "Success of a nurse-led transition: a prospective cohort (transition of pediatric CHP to adult care)";

- Summer Fitts, BSN, RN4, CPAN, Monroe Carell Jr. Children's Hospital at Vanderbilt PACU, "Tonsils with a Tune (Pain management for pediatric patients post T&A in PACU)";

- Terrell Smith, MSN, RN, Sr. Director Patient/Family Centered Care; Lane Stiles, Director, Patient Education, "Training to Promote Patient/Family Engagement and Partnerships"

The poster presentations accepted were:

- Summer Fitts, BSN, RN4, CPAN, Monroe Carell Jr. Children's Hospital at Vanderbilt PACU, Sera Nyaga, "PACU Pioneers: Nursing Quality Improvement Strategies in Kenya";

- Kathie Krause, MSN, RN, NNP-BC, NEA-BC, Chief Nursing Officer, Children's Hospital; Jennifer Barut, PhD(c), MSN, RN-BC, "Transforming Behavioral Health in Pediatric Acute Care";

- Rachel Kromer, MSN, RN-BC; Jenna Beamer, MSN, RN, Nursing Education, "Imagining an Orientation Built on Trust"

Several nurses talked about what they learned:

"The most important thing I learned is how important it is to stay engaged in the work

peers in nursing are doing not only on the national level at other hospitals, but more importantly here at Vanderbilt." — McKinsey Patterson, BSN, RN, Vanderbilt University Adult Hospital

"I learned how powerful nurses can be when they are supported by their leadership in decision making and research. It was so exciting to learn about the amazing accomplishments nurses have made to improve positive patient outcomes." — Kayln Wolfe, BSN, RN, CCRN, Children's Hospital

"Attending the Magnet Conference stood out to me because it was an acknowledgment of the greatness that exists within our field, and a powerful reminder of why I chose to go into nursing to begin with." — Ashley Camp BSN, RN, Vanderbilt Psychiatric Hospital

"Magnet Conference ignited a spark in me to look at my area of nursing and how as a team can we improve patient care utilizing best practices from other Magnet organizations." — Theresa Cassidy, BSN, RN, The Vanderbilt Clinic

CIRPILI RETURNS AS CNO OF PSYCHIATRIC HOSPITAL

Avni Cirpili, DNP, RN, NEA-BC, has returned as Chief Nursing Officer for Vanderbilt Psychiatric Hospital (VPH) and Vanderbilt Behavioral Health (VBH) after nearly three years as senior vice president and Chief Nursing Officer at the Menninger Clinic in Houston.

Cirpili, who previously served at VUMC from 2010 to 2016, said the exceptional staff and high-quality care provided here were key factors that persuaded him to return.

"I truly have not worked in a system with as good nursing staff as we have here and I wanted to return to that environment," he said. "I think there are a lot of opportunities here to bring us to the cutting edge of mental health care and mental health nursing care."

Cirpili added that Nashville is an exceptional community with strong mental health organizations. He said the demand for services is growing as awareness of mental health problems grows and more people with them are rec-

ognized. He stressed that Vanderbilt is uniquely positioned to serve them by achieving the best outcomes at the best value.

"The number of individu-



Avni Cirpili, DNP, RN, NEA-BC

als that need our services is ever-growing," he said. "The amount of resources available is becoming scarcer, while the expectation of outcomes is becoming greater. The network Vanderbilt is building, through the reach that we have, can really make an impact, and I want to be part of that."

Cirpili originally joined Vanderbilt in 2010, coming from The Ohio State

University Harding Hospital in Columbus, where he was Chief Nursing Officer. He received his Doctorate in Nursing Practice from Vanderbilt University School of Nursing in 2013, having previously received a master's degree in Nursing from the University of Michigan.

"It is a pleasure to welcome Avni back to Vanderbilt," said Marilyn Dubree, MSN, RN, NE-BC, Executive Chief Nursing Officer. "He is a proven leader who has contributed to many positive changes in our behavioral health enterprise."

Jameson Norton, MBA, CEO of VPH and VBH, also welcomed Cirpili back to Vanderbilt. "Avni is a dedicated leader with a heart for our patients and team," he said. "As a national leader in his field, he will play a vital role in our mission to deliver exceptional personalized care and shape the future of behavioral health for this region on behalf of those we serve."



HAPPY HOLIDAYS!