

# 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

Marilyn Dubree,  
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## RESILIENCE FOCUS OF GRAND ROUNDS

There are over 1,000 advanced practice registered nurses (APRNs) and physician assistants (PAs) practicing at Vanderbilt University Medical Center (VUMC), and their scope of practice expands every day. With that growth, there are tremendous opportunities for positive experiences in caring for patients and families, but nurses should also take time to care for themselves, said Marilyn Dubree, MSN, RN, Executive Chief Nursing Officer.

Dubree gave the keynote address, “Attaining Optimal Health and Wellness: Resilience as a Goal,” at the Jan. 23 kickoff of the 2018 season of Advanced Practice Grand Rounds, presented by Nursing Education and Professional Development and the Office of Advanced Practice at VUMC. More than 100 people came to Light Hall to hear Dubree describe wellness and mindfulness strategies that support medical professionals to build resilience and thrive under stress. Clinician wellness is important not only for the clinician, but also because it leads to better patient outcomes, she said.

Dubree defined resilience as the ability to bounce back or cope with adverse circumstances, positively adapt to stress and navigate through

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The new year is off to a very busy start for Vanderbilt Nursing. We kicked off the 2018 series of APRN Grand Rounds. It is always inspiring to meet with our rapidly expanding group of advanced practice professionals. In my remarks, I offered a message of how personal care and wellness can lead to building resilience. It is so important not only to provide great care to our patients and families, but also ourselves.

Resilience is a quality that I see every day among my fellow nurses. I have been particularly inspired watching how well you have

worked to implement our eStar transition. I know this has been challenging at times, but I want to assure you that we are doing great work and continued improvement is on the way as we get deeper into our stabilization process. You can read more details in this issue.

Finally, it’s almost time for Nurses Week, and there are important details inside!

Enjoy this issue,

life. It isn't something that is instantly acquired, but is cultivated over time, and we all have the capacity for it, she said.

"All of the things that make us worry can accumulate, but we have an ability to balance that and to adapt to it. That is resilience," Dubree said. "It is the way that we navigate through life."

Resilience strategies include cognitive reframing, or avoiding personalizing events, developing emotional insight and connecting with family, friends and colleagues, she said. Balancing work and life is important, as is the skill of reflection.

Vanderbilt encourages wellness with a Nurse Wellness Committee, which has been in place since the mid-1980s. One of its recent projects was a wellness tent on the VUMC plaza during Epic Go Live, which had pet therapy, yoga and massage therapy, among other activities. In addition to PA colleagues, APRN roles encompass Certified Registered Nurse Anesthetists, Nurse Practitioners, Certified Nurse Midwives and Clinical Nurse Specialists. All practitioners are educated in nationally accredited programs, clinically trained and board certified in their area of practice. Dubree praised their work as crucial to the health

system.

"I am so proud of the work that you do," Dubree said. "You are ambassadors for us in our health system, the communities surrounding Nashville as well as on our Medical Center campus, every day. Thank you for that."

Nurse practitioners are extraordinarily important to Vanderbilt, said C. Wright Pinson, MBA, MD, Deputy Chief Executive Officer and Chief Health System Officer for VUMC.

"If we think about all of the new ways that we are providing care — walk-in clinics, retail clinics, nurse practitioner-run clinics — we're recognizing progressively more and more the significance of the contributions of nurse practitioners," he said. April Kapu, DNP, RN, Associate Nursing Officer for VUMC Advanced Practice and director of the Office of Advanced Practice said Vanderbilt APRNs and PAs are among the best in the country.

"They are highly trained and educated professionals who work hard to care for our patients every day," she said.

"Today's message was for them to take some time to care for themselves. Our APRNs and PAs' health and well-being is critical to career satisfaction, engagement, work/life balance but quite frankly, essential to

providing the very best in patient care."

The session also honored the late Jerita Payne, MSN, ACNP, MMHC, Director of Clinical Transplant Services at VUMC, who died on March 22, 2017 after a brief illness. Payne's lab coat was framed and will be displayed at a prominent location at VUMC.

In addition, the 2018 Advanced Practice Ambassador Award, a new honor, was presented to Roman Perri, MD, Medical Director of the adult liver transplant program, and C. Lee Parmley, MD, JD, MMHC, Chief of Staff of Vanderbilt University Adult Hospital (VUH). The award honors non-advanced practice nurses for their contributions to the profession. Daniel Brown, MD, professor of Radiology and Radiological Sciences and chief of Interventional Oncology, was also recognized for his advocacy and support of advanced practice.

"As an advanced practice community, we are fortunate to have so many physician partners that support and are advocates of our roles, contributions and impact upon healthcare delivery and outcomes," said Janet Myers, DNP, APRN, director of Professional Development in the Office of Advanced Practice.

## NEW GROUPS FOCUSED ON ESTAR STABILIZATION

Vanderbilt University Medical Center (VUMC) had a very successful Epic Go Live, and Vanderbilt Nursing was a big part of that success. However, there is more work to be done to stabilize the system, said Marilyn Dubree, MSN, RN, Executive Chief Nursing Officer. To help lead this stabilization phase, Dubree is co-chairing the eStar Stabilization Oversight Group along with Paul Sternberg Jr., MD, Chief Medical Officer.

These stabilization challenges have been organized into focused work groups, which are focusing on challenges to patient safety or overall organizational risk:

- Clinical Work Queue Management
- Patient Communications
- Clinician and Staff Support
- Document and Scanning Management
- Check-In/Intake
- Internal Communications
- Hospital and Professional Revenue Reconciliation and Stabilization
- External Communications (Referring Physicians and Document Faxing)
- Discharge Management (Hospital)
- Clinical Effectiveness Goals
- Denials Reduction

Each work group has been assigned owners from VUMC's

clinical and operational teams, who will receive support from HealthIT. This shared ownership model continues the collaboration VUMC experienced during Go Live.

Dubree said that VUMC is likely to be in the stabilization phase for about six months. So that the teams may be most effective, nursing staff are encouraged to continue to submit Pegasus tickets, which allows teams to track and resolve issues.

"No one person can accomplish this work alone," Dubree said. "These teams include nurses, physicians and IT professionals, all working to improve the experience."

For example, the Patient Communication workgroup oversees work related to both My Health at Vanderbilt, VUMC's patient portal which allows patients to message their providers, and eStar's InBasket functionality, which is the "back-end" within the technology that routes and flags these messages. Operational leaders Michele Hasselblad, MSN, RN, NE-BC, associate nursing officer, and Brian Carlson, senior director of patient experience, work hand-in-hand with HealthIT directors Jared Cobb and Brent Moseng to oversee the effort. The InBasket group also addresses broader issues

with this functionality that may not be directly related to patient communication, but have an impact on patient care issues.

The eStar Stabilization Oversight Group will continue in this oversight function as long as VUMC remains in this particular phase of an Epic implementation project — a phase that can last several months in an academic medical center of Vanderbilt's size. This phase of the transition was expected, and the challenges it presents are similar to other organizations that have made the transition.

The Medical Center has already come a long way. A total of 234 nursing preceptors have assisted in educating the entire nursing workforce on eStar. The process included 5,000 training sessions and 800 Epic ambassadors.

The eStar system is already improving the patient and provider experience. Lab turnaround times are decreasing as a result of the new system of lab-ready labels and positive patient identification. "That is a win for our patients and it could not have happened without the amazing partnership between the lab and nursing," Dubree said. "With everyone's efforts for continued improvement, we will see eStar reach its full potential."

# NURSES WEEK 2018

## Save the Dates Nurses Week Events

*A message from Marilyn Dubree*

### State of Nursing Address 2018

Tuesday, May 22<sup>nd</sup> from 8:30am-9:30am in Light Hall 208

### Nursing Honors 2018

Friday, May 25<sup>th</sup> from 3pm-4pm in Langford Auditorium  
*Reception to follow in Lobby*

### Research Nurses Poster Session 2018

Friday, May 4<sup>th</sup> from 12pm – 2pm in Light Hall North Lobby

### Blessing of Hands 2018

*Children's Hospital Chapel*

May 8, Tuesday, 4pm – 5pm

May 9, Wednesday, 7:15am – 8:15am

May 10, Thursday, 12pm – 1pm

May 11, Friday 2:30am – 3:30am

May 12, Saturday, 12pm – 1pm

*More locations coming soon!*

More information at [www.vanderbiltnursing.com](http://www.vanderbiltnursing.com)



## NOMINATIONS SOUGHT FOR NURSES WEEK AWARDS

Vanderbilt nurses are invited to nominate an outstanding colleague for recognition during the 2018 Nurses Week Awards and Recognitions, to be held in May.

Nominations may be made in nine categories:

- Rosamund Gabrielson Staff Nurse of the Year
- Rebecca Clark Culpepper Education and Mentorship
- APRN
- LPN

- Staff/unit/department/nurse educator

- Nursing research & evidence-based practice

- Team

- Adrienne Ames

- Transformational Leader

- Friend of Nursing

A group or an individual may make nominations. Individuals may also nominate themselves. The nominator does not have to be a nurse; anyone can nominate.

The nominator will be asked to describe and demonstrate the excellence of the person being nominated using key criteria. The more examples provided, the stronger the nomination.

The deadline for nominations is 11:59 p.m. on Feb. 21. Award criteria and nomination forms can be found at <https://www.mc.vanderbilt.edu/root/nursenewsletters/NursesWeekNominations2018/>.