Stroke program earns prestigious gold award

The quality of stroke care at Sparrow is nothing short of golden, according to a recent award recognizing the excellence of the Sparrow program.

Sparrow earned the Gold Plus Performance Achievement Award in Stroke from the American Heart Association, and was listed in the July edition of U.S. News and World Report.

The award recognizes Sparrow’s world-class stroke care, said Syed Hussain, MD, Sparrow Medical Director of Stroke Services.

The Gold-Plus honor singles out hospitals that follow AHA/ASA guidelines in quality measures for stroke patients at least 85 percent of the time over 24 months. Sparrow exceeded the goals 90 percent of the time or more.

It is the only hospital in mid-Michigan to receive the award and among only six statewide.

Sparrow’s stroke care has earned numerous honors in recent months, including recognition at the International Stroke Conference in Los Angeles.

More than 100 Sparrow Nurse Leaders spent a July day working on aligning the nursing operational plan to Sparrow’s Strategic Plan of Excellence. The work was led by Chief Nursing Officer Elizabeth Henry (center, pink), Senior Vice President of Patient Care Services, and Carol Dwyer, Vice President of Nursing. The day included team building, learning about Sparrow’s strategic priorities, reviewing our 2011 work and planning for 2012.

A student from the People's Church Preschool program in East Lansing gives her own unique and caring touch to a window in the hallway of the fifth floor pediatrics unit. She and her classmates received a tour of Sparrow, courtesy of John Dery, MD. Besides the peds unit, they received an up-close look at the pediatric emergency room and met a LifeNet helicopter crew.
Sparrow receives Gift of Life award

Sparrow was recently honored by Gift of Life of Michigan for its continuing leadership in promoting organ transplants. Gift of Life COO Burton Mattice presented a Silver Medal Organ Donation Medal of Honor during an Aug. 1 ceremony.

“We really wanted to recognize them because nationally less than 15 percent of hospitals receive a gold, silver or bronze medal and Sparrow has won one six years in a row,” Mattice said.

The award is given to hospitals that achieve national goals for increasing the number of organs available for transplantation. Since 2008, the Sparrow Neuro ICU alone has had 27 individuals donate 105 organs.

Med-Surg Pavilion is new name for Women’s Pavilion

In an effort to meet our patient's needs and expectations, Sparrow has made some changes in the Medical Surgical Nursing Division.

The change includes the transition from a previously female-only “Women’s Pavilion” to a new “Med-Surg Pavilion” that serves patients requiring post-surgical care as well as offering high-quality medical service. Both men and women are cared for on the Med-Surg Pavilion, which is located on 7 South.

The change has included the placement of new signs and additional tweaks on Sparrow.org.

"Fit Back Into Your Life" is new bariatric campaign

Look for a marketing campaign to promote Sparrow's bariatric weight-loss surgery program.

Beginning this month, you’ll see Internet, print and radio advertising with the theme, “Fit Back Into Your Life.”

We want to let everyone know that Sparrow’s Bariatric Surgery program is the largest and most comprehensive in mid-Michigan. Sparrow has performed hundreds of successful bariatric surgeries. Our program consistently receives superior patient satisfaction scores and has one of the lowest complication rates in Michigan.

Free weekly information sessions are being held at Sparrow Weight Management Services. You can get more information at sparrow.org/wm-info-sessions or call 1.800.SPARROW (772.7769).

Neuro ICU staffers Malinda Herrera, Lisa Harris, Critical Care Services Director Kim Alexander, Gift of Life COO Burton Mattice, Dusty DeHaven (also of Gift of Life), and Neuro ICU Nurse Janet Hunley.

Mark your calendar

» Get your running or walking shoes on for the eighth annual W3 races on Sept. 11. Registration starts at 8:30 a.m. in the Sparrow Cancer Center parking lot. New this year is the addition of an 8k race, combined with the traditional 5k. The Michigan State University women’s basketball team is a proud partner in the event, which supports women’s needs at Sparrow. Since 2002, the Sparrow Foundation’s Women Working Wonders (W3) has raised more than $700,000 to support the health needs of mid-Michigan women. Get details at sparrow.org/w3race.

» Join us at the mini farmer’s market in the Sparrow main cafeteria. The market – featuring fresh fruits, vegetables, breads, flowers, and more – is held from 11 a.m.-1 p.m. every other Wednesday until Oct. 5. Upcoming dates are Aug. 24, Sept. 7, Sept. 21, and Oct. 5. And don’t miss the full Allen Street Farmer’s Market every Wednesday at 1619 E. Kalamazoo St. For more information: 517.364.3678.

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Sparrow faring well in HCAHPS patient surveys

Patient responses rank Sparrow at or above the national average in 7 of 10 categories in recent HCAHPS survey results. But there is room for improvement in some areas, including cleanliness.

Why is HCAHPS important and what role do you play in our success?

HCAHPS stands for “Hospital Consumer Assessment of Healthcare Providers and System,” a survey designed by the Center for Medicaid and Medicare Systems. The survey has two purposes: to provide information to the public and to drive up quality by using a Value-Based Purchasing model, or money tied to patient outcomes.

Patient satisfaction results are based on behaviors that ALWAYS occur, not just sometimes. Courtesy, compassion and promptness, for example, must be expressed by everyone, everytime.

Sparrow ranks at or above the national average in the following categories: “Overall Quality,” “Would Recommend,” “Nursing Communication,” “Staff Responsiveness,” “Pain Control,” and “Discharge Information.”

Marti A. Samsel, Sparrow Director of Patient & Guest Services, said Sparrow is very close to average in one other area, “Quiet At Night.”

“We have made great strides in the question ‘Quiet At Night’ by using a very focused and consistent approach,” Samsel says. “Our greatest area of opportunity is ‘Cleanliness’ in and around patient rooms and bathrooms. We need everyone to help drive these results up by helping to keep our entire facility clean.”

What other ways can Sparrow Caregivers help?
» Smile and engage with our customers.
» Help individuals find their way if they need assistance (walk them to their destination, if possible).
» Park in assigned parking spaces to allow our customers to park close to our entrances.
» Use AIDET (Acknowledge – Introduce – Duration – Explanation – Thank You) when introducing yourself, regardless of where you work or your job title.
» Identify innovative ways to improve services.

« The Neonatal ICU recently celebrated a major milestone: 200 days without a bloodstream infection in their premature and low birthweight babies. The unit has been diligent in improving hygiene and addressing the numerous causes for infection among their tiny patients. “You have to work at it,” said neonatologist Padmani Karna, MD. The cost of bloodstream infections is substantial, both in mortality and finances. Special thanks to the nurses who care for the babies every moment. Celebrating the 200-day mark were (from left): Amanda Robinson, Manager of Infection Prevention; Karna; and clinical nurse specialist Kathy Marble.

Volunteer of the Month
Ann Powers has been selected August Volunteer of the Month by the Sparrow Women’s Board of Managers and Sparrow Volunteer Services.

Powers volunteers for the Magdalen League in the St. Lawrence Gift Shop and says she loves the people there and the friends she’s made. She also admires the purpose of the shop, which is to support the needs of various hospital departments. The shop has most recently donated its profits to Pulmonary Rehabilitation, Hospice, and the Substance Abuse Unit.

Those qualities make her a valuable asset to the Sparrow family of volunteers.
Special recognition for pediatric hematology/oncology nurses on Sept. 8

It's time to “Break Cancer” and to recognize the nurses who help fight it every day.

Dozens of Sparrow physicians, nurses, staff, patients, family members and supporters recently gathered for a photo to display their “Break Cancer” tattoos. They joined with “Break Cancer” tattoo-wearers across the nation to raise cancer awareness. The photo was submitted to the Association of Pediatric Hematology/Oncology Nurses (APHON) to be part of a national montage.

Sept. 8 is Pediatric Hematology/Oncology Nurses Day, a time to say thanks to those who care for many of our most precious patients: children, adolescents and young adults with cancer and blood disorders. Those nurses often extend care beyond physical health to include emotional support during incredibly stressful times for young patients and families.

Make sure to express your gratitude to a pediatric hematology/oncology nurse on their special day...or before!