

Around the Square

The Newsletter for Employees & Friends
of Gracie Square Hospital



winter 2018

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Message from David Wyman

As 2018 draws to a close, I want to thank each of you for helping Gracie Square Hospital accomplish so much this year. We have already surpassed our Press Ganey Patient Satisfaction target, an achievement that reflects the high-quality, compassionate care provided to our patients.

Quality & Excellence is one of our Core Values, and we have made great strides in improving quality and patient safety. Our Quality Department is leading the way, but we are succeeding because of the efforts of every member of the Hospital team. This issue of *Around the Square* focuses on several ways we are all working together to further quality and patient safety at our Hospital.

Your commitment to excellent care is making a difference for our patients and their loved ones. I wish you and your loved ones a joyous holiday season and a happy and healthy New Year.

President and CEO

Everyone Enhances Quality at Gracie Square

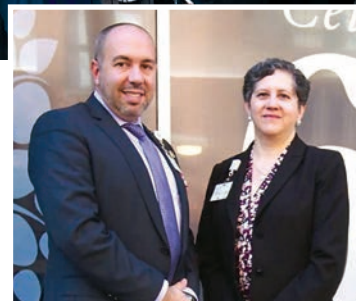
"When Gracie Square began its journey of revitalization at the end of 2014, the infrastructure required a great deal of work and there wasn't a true Quality Department," says

"Everyone comes to work wanting to do their best for their patients," says Kate Sherman, MSW, LCSW, Director of Quality Improvement. "Our Quality team is here



Michael Radosta, MA, MS, RN, NEA-BC, Chief Nursing & Quality Officer. "Today, we are on track to meet all 23 of our 2018 Quality and Patient Safety goals."

Over the past three years, the Hospital has built a strong quality infrastructure. Front-line staff participate in numerous Quality and Patient Safety Committees. Data collection and analysis allows staff to identify risk factors and opportunities for improvement, then implement, and finally measure the impact of their actions. (See stories about Falls Prevention and Work Stations on Wheels on Page 2.)



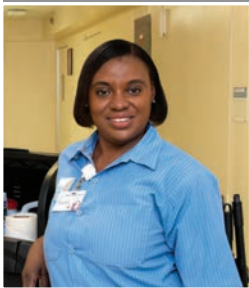
Staff on roof garden after recent Town Hall meeting with David Wyman. Town Halls provide another forum for open communication and the exchange of ideas at Gracie Square.

Michael Radosta and Kate Sherman

to support that. Data enables us to give staff the feedback they need to do high-quality work. At the same time, nobody is perfect, so we strive to create systems strong enough to work even if somebody does make a mistake. *This is known as high reliability and is achieved by taking every opportunity to learn and improve.*"

"Thanks to all staff at Gracie Square, when we compare ourselves to our peers, we are outperforming all quality benchmarks," says Michael. "Gracie Square has transformed into one of the top-performing inpatient psychiatric hospitals in the country." ■

How do you enhance **Quality** at Gracie Square?



"I keep the hospital clean and safe."
Rachel Brooks,
Housekeeper

"I do rounds each day to ensure all systems are running properly."

Bruce Ganess,
Mechanic



"I keep up with the latest research and best practices to provide optimal care."
Natalie Kim,
NP

Join a Quality and Patient Safety Committee

All staff, clinical and non-clinical, are invited to join a Quality and Patient Safety Committee. It is a way to further your professional growth, while helping to enhance the quality of care at Gracie Square. If you are interested or would like more information, contact Kate Sherman at 212-434-5393 or Stephen Hogan at 212-434-5684.

Using Data to Successfully Reduce Falls

Gracie Square Hospital utilizes data to help identify and correct potential risks to our patients. A recent project involved reducing medication-related falls. "Our data informed us there was a correlation between patient falls and certain medications," says Stephen Hogan, MA, Quality and Regulatory Data Manager. Using a Plan-Do-Check-Act performance improvement model, staff predicted that regularly measuring all patients' orthostatic vital signs would result in a significant decrease in falls caused by medication side effects. "The results showed they were right, and there has been a real reduction in this type of fall," says Stephen. "Many staff are

involved in our Falls Prevention Committee, and they are really contributing to quality and patient safety at Gracie Square." ■



Kristy Murray, MSN, RN-BC, Patient Care Director and Stephen Hogan

Work Stations On Wheels Are Streamlining Medication Administration

Gracie Square has a nursing shared governance model, which allows nurses to work together to make decisions that affect nursing practices and patient care. This year, nurses

and patient safety. Working with the Quality team, they identified a solution: Work Stations on Wheels (WOWs).

WOWs are mobile units with computer screens and locked boxes that allow nurses to dispense medications outside the medication rooms. "WOWs decrease medication errors because we can validate patient identification and medication information in real time, before we administer the medication," explains Karissa Padilla, MSN, RN, Regulatory & Informatics Specialist. "WOWs will enable us to have three nurses on a unit dispensing medication, and patients no longer have to wait in line at the medication room. Along with enhancing patient safety, WOWs also allow for a primary nursing model." ■



Lani Manalo, RN and Vivienne-Mae Valenzuela, RN

identified the need to scan medications throughout the units to enhance efficiency

Gracie Square Embarks on a Magnet Journey

This year, Gracie Square embarked on our journey to Magnet designation. The American Nurses Credentialing Center (ANCC) awards this designation to organizations that provide excellence in nursing and patient care. "Although nursing is at the core of Magnet, it recognizes the quality of care provided by the

entire team," explains Silifat Adekunle, MSN, RN-BC, NEA-BC, Manager of Education.

In preparation for submitting an application by mid-2019, the Hospital engaged a consultant to conduct a gap analysis highlighting our strengths and opportunities for
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Upgrading Security for Patients, Staff, and Visitors

Gracie Square's Security Department works to provide the safest environment for patients, staff, and visitors. "I view Security as part of the treatment team," says Allen Harswick, Security Supervisor. "We are here for everybody, but most importantly, we are here to provide a safe and secure environment for our patients, and I encourage officers to develop a rapport with them."

Over the past two years, there have been major changes in the role of Security at Gracie



From left to right: Shenika Burton, Jamal Purcell, and Angela Cook

Square. New policies and procedures have been implemented, and the number of officers has increased, along with enhanced training for them. There is more rounding on the units and more officers to help with patient property requests, which leads to a better patient experience.

"I am proud of what our officers are accomplishing," adds Allen. "We are helping patients and staff feel safe." ■

Understanding Patients' Health Literacy Improves Quality of Care

Recently, Gracie Square started using the Short Assessment of Health Literacy (SAHL). This tool, offered through the Agency for Healthcare Research and Quality (AHRQ), is designed to help providers assess patients' "capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions." The tool asks patients to identify the meanings of 18 health-associated words, including medication, abnormal, dose, and nutrition.

Karina Gavilanes, (pictured below) Social Work Resource Liaison, and Angela



John, Occupational Therapy Practitioner, work together to effectively use the tool. "Understanding what our patients know is helping us to help them," explains Karina. She encourages new patients to participate, and then administers and scores the tool.

The results help inform how Angela and other members of the Therapeutic Activities team conduct Activities of Daily Living groups on the units. "Groups are facilitated using layman's terms, so patients can better relate to the topics," says Angela. Results also help determine content for discussions with patients in these groups and during rounds.

The use of the tool is being expanded at Gracie Square and Social Work students (pictured below with Angela John) are now



From left to right: Leshi Wang, Haruka Ka, Angela John, and Qihua Ge

administering the tool with patients as well. "Making sure patients understand the language we use," says Angela, "is really helping us improve the quality of care we provide." ■

Magnet Journey continued from page 2

improvement. The results of the report will be shared with everyone at Gracie Square. This is one of the first steps in the Magnet journey, which takes a minimum of two years.

"Magnet goes hand in hand with our Planetree journey," explains Karissa Padilla, MSN, RN, Regulatory & Informatics Specialist. "Both look at how we are improving the



quality of our patient care experience, while engaging employees in leading the way, which allows them to practice to the top of their professional license. We are able to apply for this recognition because of the high-quality care provided at Gracie Square." ■

◀ Magnet Leads: Silifat Adekunle and Karissa Padilla

Recognizing Staff Who Deliver an Exceptional Patient Care Experience

In this issue, we are highlighting two more Gracie Square team members who received commendations on the Press Ganey Survey: Allison Moskowitz, LMSW, Social Worker, and Fran Luckom-Nurnberg, PhD, Licensed Clinical Psychologist. ■

What our patients are saying



/// Allison showed me true kindness and compassion. She made me feel more comfortable.



/// Dr. Fran is kind and very helpful.

Staff Share Their Knowledge and Expertise

Throughout the year, many Gracie Square staff share their knowledge and expertise at professional meetings and conferences.



Donna Anthony, MD, PhD, Chief Medical Officer, was the concluding speaker at the NAMI-NYS Educational Conference in October.

During her Ask the Doctor session, she shared her perspective on many of the topics discussed during the conference and answered questions from participants.

At the Planetree International Conference on Person-Centered Care in October, Nadine A. Chang, PhD, Aaron Caudell, BSN, RN-BC, Deborah Cherubin, BSN, RN-BC, and Sonia Cangemi, MSW, (not pictured) presented on Gracie Square Hospital's success using the NYS-sponsored Livingworks' ASIST (Applied Suicide Intervention Skills Training) model as a framework for suicide intervention. Gracie Square is the first behavioral health facility in New York City to implement ASIST. The training helps clinicians better understand

how to talk with patients about suicide and then collaborate with them to create crisis plans to reduce risk and increase utilization of safety measures.

In November, Patsy Regan, Director of Patient Access, and Shuntelle Stephen, Patient Experience Coordinator, spoke at the Press Ganey Conference about achieving patient experience improvements through innovative group therapy transformations. They shared how Gracie Square transformed Community Meetings by making them interdisciplinary, getting real-time solutions to patient concerns and identifying complaint trends, recognizing patients with certificates, and standardizing meetings. The result has been improved patient satisfaction and increased group attendance. ■



Our Team: Claudia Villacres, Certified Occupational Therapy Assistant

Getting to know Claudia Villacres from our Therapeutic Activities Department.



What do you do in your role?

I do assessments and collaborate in preparing treatment plans. I also write weekly progress/discharge notes,

and lead psychoeducational and leisure groups for patients. In psychoeducational groups, we work on mental health education, anger management, and developing coping strategies for stress and anxiety. In leisure groups, based on our daily schedule, we exercise, discuss leisure exploration, and play bingo. We encourage patients to develop

hobbies and use exercise as a coping skill.

How did you get involved in this work?

I was going to school to be an Occupational Therapist and did an internship at another psychiatric facility. The internship showed me that this is what I wanted to do. The work is wonderful and challenging. Every day, I learn something new from my patients and my co-workers.

How long have you been at Gracie Square?

I have been here five years and have seen a lot of changes. As a staff member, I feel like I am more involved and that I matter more. It has become much more collaborative and communication has improved. It is also better for our patients. Patients now have a more active role in their own treatment plan.

Sometimes when I am talking with patients, they say how difficult it is to accept their own mental illness. Then they go into the community and often must deal with the stigma of mental illness, as well as with their own mental health issues. We are working to eliminate that stigma among patients and in the community.

What do you do when you are not at work?

I love to exercise, read, and spend time with my 15-year-old daughter. I am Latina from Ecuador, so give me some music and I will dance! ■

As of November 9, our Press Ganey score was 86.2. Thanks to everyone on the team, we have met and exceeded our 2018 target of 86.