

Hi. It's spring, a time of beauty especially for those of us fortunate to live in Central Virginia. For organizations, spring also means budget planning. One aspect of leading a healthcare organization is making decisions to promote financial stability. Some years we meet our financial goals with minimal difficulty and sometimes we need to find ways to reduce expenditures while maintaining the quality care we owe our patients. I hope you will feel more informed after you read this edition of NewsBriefs. As always, I hope to hear from you.

AskPam@virginia.edu.

Dr. Pamela Cipriano, PhD, RN, FAAN, Chief Clinical Officer and Chief Nursing Officer

To view this month's video, visit: <http://www.healthsystem.virginia.edu/internet/newsbriefs>



Update

Budget, Organizational Stewardship and Planning for FY 09

All of us play a role in stewardship of our financial resources. Therefore, it is helpful to understand where we are in the current fiscal year.

- Half of our budget is labor expenses, and half is other expenses such as supplies, minor equipment, computers, etc.
- We are committed to appropriate staffing levels, knowing this is key to quality care and staff retention. In the first 6 months of this budget year we were very successful hiring a greater than expected number of clinical staff, resulting in higher orientation and back-fill costs.
- During the same time period, we have experienced a decline in revenue. This is due to a shift in some types of patient cases, namely fewer complex surgeries and more short-stays. This directly affects the amount we are paid, regardless of how many days our beds are filled.

As a result, we are operating over budget so must correct this by reducing spending, and being creative as we plan for next year's budget. In order to "tighten our belts", we are looking at ways to reduce expenses. Our strategies include initiating the supply chain project (watch for information about the Renoir? Project soon) and holding some positions vacant. Administrators and Managers will be working closely with you to identify opportunities for improved efficiency and to put more rigorous efforts in place to not use overtime. I ask that everyone examine time spent in meetings times, giving consideration to what can be put on hiatus while still honoring our key commitments. I welcome your suggestions as to how to live in a fiscally responsible manner while maintaining the highest quality care and moving forward important patient and staff initiatives.

Collaborations –Success Stories

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Improved Efficiency---Equipment Delivery Times

I hope you and your patients recognize the exemplary efforts of the Equipment Logistics Task Force. This interdisciplinary group worked for more than 2 years to address the concerns voiced by you and your colleagues about frustrating delays in central pool equipment delivery times and equipment availability. Recent data show significant improvement in delivery times, decreasing delays of 60 minutes or more from 11% to 3% for the delivery of the 5 key patient care items--single and dual infusion pumps, SCD controllers, and acute care and ICU beds. Bravo!

Community Medication Cards—Reaching into the community

Cindy Westley, Director of Patient and Family Education, is involved in a project with staff from UVA, Martha Jefferson and Health South to assist individuals and families manage their complex home medication regimens. This inter-agency effort resulted in the creation of a common Personal Medicine List. The list is designed to enable patients keep track of all medicines—prescription, over-the-counter, vitamins and supplements. Personal Medicine Lists are available at clinics, procedure areas and outpatient pharmacies. Community agencies have a supply to share with their clients. Literacy providers helped in the design of the tool to enable its use even for those individuals with reading challenges. Currently, the lists are being used and evaluated.

Innovations

In February, I had the opportunity to speak at the Healthcare Information and Management Systems Society (HIMSS) IT Conference. HIMSS is the healthcare industry's organization focused on the optimal use of IT and management systems for improving health. More than 25,000 participants attended this conference along with 900+ vendors. My talk, Technological Solutions to Workflow Inefficiencies on Medical Surgical Units, was an opportunity to share with industry leaders the results of the Technology Drill Down (TD2) process tested by the American Academy of Nursing's Workforce Commission. I serve as Chair of the Commission and am a co-director of the project with Linda Burnes Bolton from Cedars Sinai Medical Center, the Principal Investigator of the study. UVA was the first pilot site for the TD2 process in 2004, when staff from 6 Central and throughout the organization tested the process of determining how technology could improve work flow. The study brought together 25 multidisciplinary teams at hospitals around the country to identify current and ideal work environments. Goals of this work and the purpose of this presentation are to capture the attention of and prompt the IT industry to develop technologies that improve workflow processes and patient care. This was an important and exciting opportunity that continues an initiative that began at Uva.

Welcome New Staff!

March again brought wonderful new colleagues to join us in Clinical Care Services. To view the list visit: www.healthsystem.virginia.edu/internet/newsbriefs/WelcomeNewStaff.cfm

Celebrating Your Accomplishments

April begins a season of recognition for a number of healthcare disciplines. Make time during April to say thank you and learn more about the work of our colleagues. This month we celebrate:

Occupational Therapists, National Occupational Therapy Month (April 1 through 30)

Access Specialists, National Healthcare Access Personnel Week (April 7 through 12)

Patient Representatives, Patient Advocacy Week (April 13 through 19)

Administrative Assistants, Healthcare Administrative Professionals Week (April 20 through 26)

Medical Laboratory Staff, National Medical Laboratory Professionals Week (April 20 through 26)

Volunteers, National Healthcare Volunteer Week (April 27 through May 3) and

Radiology Nurses, National Radiology Nurses Day (April 10).

I am tardy in acknowledging an important honor. In January, **Ellen Desper**, one of our long-tenured otolaryngology nurses, was awarded the Triological Society's, Southern Section, Vice Presidential Citation for Outstanding Contributions to Otolaryngology Head and Neck Care. Ellen's award was even more special because it was presented by the Society's Vice President, Paul A. Levine, MD, Chair of UVA's Department of Otolaryngology-Head and Neck Surgery. Congratulations Ellen!

Lawson L. White, MS, CCC-SLP, has been awarded the Certificate of Clinical Competence in Speech-Language Pathology.

Jolene Bodily, RD, MPH, UVA-WorkMed Administrative Programs Coordinator, Registered Dietitian, and Wellness Coordinator for The Darden School's Executive Program was recently interviewed by [Forbes.com](http://www.forbes.com). Her comments were published in the February 19 2008 issue, in the article "How to Get Heart Healthy at Work". http://www.forbes.com/health/2008/02/16/health-office-heart-forbeslife-cx_avd_0219health.html

Suzanne M. Burns RN, MSN, RRT, ACNP, CCRN, FAAN, FCCM, FAANP is one of the first recipients of a special national award given by the American Association of Critical-Care Nurses. The Flame of Excellence Award recognizes and showcases sustained contributions of excellence in the care of acutely and critically ill patients and their families. This notable award will be presented to Suzi in May at the AACN National Teaching Institute & Critical Care Exposition. Go to this link to learn more about the Flame of Excellence award.

<http://www.aacn.org/AACN/Membership.nsf/vwdoc/mainawards#The%20Flame%20of%20Excellence%20Award>

And, congratulations to **Tanya Evans**, **Cheryl May**, **Marilyn Poling** and **Lynne Wootten** who recently achieved Certified Pediatric Nurse (CPN) status.

Contact Me

Remember, send your questions, concerns, and news to: AskPam@virginia.edu.