



A Nursing Hero By Day and By Night

By Jeannie Perez, RN



Parents of hospitalized children often want their young ones asleep by 8 p.m. But that isn't always the case on 3 South. Sometimes our patients need to be sleep deprived in order to provoke a seizure for testing

purposes and while the kids are happy to stay up, mom and dad cannot always keep up. That is when our nurse utilized her critical thinking skills.



It was 1 a.m. and our patient had to be kept awake until at least 4 a.m. Mom, who reported having a painful migraine, could not stay awake one more night. They had been up all day, in the ER all evening, and came to the floor late at night. They had been able to get only a few hours of sleep when, alas, it was morning and the doctors started coming in. Tonight Mom had to sleep.

Although she had a four-patient load, the nurse sat in the room playing monopoly with her patient in order to help her to stay awake. She answered the call bell from her phone and tended to her other patient's needs between turns. Her dedication paid off, the patient stayed awake and had a seizure the next day; the exact results for which the neurologist was awaiting.

Helping a Family with a Difficult Journey

By Patricia Tavio, BSN, RN, CPN



Every patient is special in his or her own way, but, every once in a while you meet that very special patient with a very special family and you hope to make a change in their lives since they have undoubtedly made a change in yours.

There was a patient (and his family) on 3 South whom we all grew to love. It was a very unfortunate case. He was a perfectly normal child who suffered a devastating brain injury. When he first came to 3 South his parents and family appeared lost and confused. Their lives had been completely turned upside down by the severity of their child's illness. They were faced with a tracheostomy, gastrostomy-tube and non-stop seizure activity. This child, who was once full of life, is now confined to a bed and unresponsive to their loving words and touch.

We are all human first and a nurses second, therefore we would often find ourselves emotionally affected by this patient's situation. But no matter how emotionally draining it was to take care of him, in the end we knew we had one goal united: He had to go home and it was our job to teach his parents how to care for their child in his present state of health.

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From the Desk of Jackie Gonzalez

Dear Nursing Team:

As we prepare to embrace a new year, the nursing team at Miami Children's has much to celebrate looking back and much to anticipate in the year that lies before us. As always, our nursing team has been at the forefront of 2011 hospital initiatives to advance care practice and experience. For many families, we are the heart, soul and smiling face of MCH care and our impact is immeasurable.

This coming spring, we will go live with our PEDS electronic medical record system, I want to thank those nurses who served as Subject Matter Experts in 2011 to support development of the new system. Their hard work and guidance ensures that our new system will be optimal in its ability to support care practice here at MCH.

Some of our nurses are being trained as "super users" who will teach others how to utilize the new system in the months and weeks ahead. When we go live in April, it will mark a huge step forward for the children we serve. The interconnectivity of our systems through PEDS will optimize care practice, facilitating access to comprehensive patient records and enhancing care.

We continue to pursue our Magnet renewal process and are advancing documentation – due at the end of May – that demonstrates how the MCH nursing team lives and breathes Magnet components. The site visit is expected to follow in September of October. This is a busy time for us as we prepare to showcase ourselves and "Magnify our Excellence." The delivery of care at Miami Children's Hospital is guided by the principles of family-centered care. The Nursing Department is dedicated to the belief that each child is a unique and integral part of a family unit. Families are involved throughout the course of their child's care and are considered valued partners in care delivery. At all times, the delivery of care ensures respect for the dignity, values, religious and cultural beliefs of children and families.

Thank you one and all for a dynamic 2011 and for embarking with me on PEDS and Magnet projects in the year ahead. As always, our nursing team is truly a force to be reckoned with. It is genuinely a privilege to serve with all of you.

Sincerely,

Jackie Gonzalez, ARNP, MSN, NEA-BC, FAAN
Senior Vice President / Chief Nursing Officer / Patient Safety Officer



Making a Difference with Heart and a ‘Blue Phone’

By Katarina Fernandez, RN

It was a typical Saturday night on 3 South. Some nurses were busy dispensing medications and making sure that their patients and families had everything they needed, such as warm blankets to settle down for the night, and other nurses were busy clicking away on their keyboards making sure that their documentation was appropriate. Then there was one very special nurse...a young lady who was advocating for her patient and working with his parents to ensure that he received the medical attention he needed.

Unfortunately, that night we had a patient whose parents insisted on taking him home AMA (Against Medical Advice). The patient was in severe pain, having seizures secondary to an arterial venous malformation (AVM), and needed to have surgery. However, the child’s parents wanted to leave. The tricky part was that this family was from overseas and only the child and his uncle were able to communicate in English.



The nurse first explained the situation to the charge nurse who then contacted the attending physician and the Operations Administrator. However, it was the primary nurse who in the end, made the difference. She took “the blue phone” (our interpretation phone) and proceeded to advocate for her patient and explain to his frightened and confused parents, the severity of their son’s illness and that they needed to stay and obtain the medical attention their son needed. After several

hours of back and forth with the famous “blue phone,” the nurse was successful. Happily, that young man has had no further seizure activity and is progressing very well. The nurse continues to practice on 3 South giving out warm blankets and smiles, changing lives and reminding us every day of the true meaning of nursing.

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Helping a Family with a Difficult Journey

The 3 South nurses took his parents under their wing and patiently taught them trach care, g-tube care, medication administration, seizure precautions, bathing, suctioning, repositioning,

safety, and all of the care necessary for a bedridden patient. It took some time for his parents to adapt and to learn everything that is required to care for their son. However, it happened and they are now at

home and adjusting to their new life and the challenges that they have faced and will continue to face.



Making ‘Great Strides’ to Cure CF

By Isabel Muniz, RN

On April 9th, 2011, a group of registered nurses, care assistants and secretaries from Miami Children’s Hospital got together at Virginia Key to participate in a cause that is very close to their hearts. Working on the 3 East unit of the hospital puts them in constant contact with patients suffering from cystic fibrosis and it was the love for their patients that made it a no-brainer for them to become involved in the local walk to support this cause. “Great Strides: Taking Steps to Cure Cystic Fibrosis,” is the Cystic Fibrosis Foundation’s largest national fundraising event. Tens of thousands of co-workers, patients, friends and family get together each year as one community for one united cause: to help to find a cure for CF. In 2010, nearly \$35.5 million was raised to support vital CF programs and research.

What is cystic fibrosis? Cystic fibrosis (CF) is a life-threatening congenital disease that causes mucus to accumulate and clog some of the organs in the body, particularly in the lungs and pancreas. When mucus clogs the lungs, breathing becomes very difficult.

This event gives the 3 East staff an opportunity to work together to support the patients that they care for on a daily basis. It gives everyone a reason to feel part of a group that really does care for their patients and works hard to ensure that they are involved in not only caring for them while they are hospitalized, but also putting their efforts into improving programs and research to find a cure. The 3 East staff gave personal donations and wore group shirts as part of their preparation for this special day. In addition, Great Strides also provides them with the chance to interact with

their patients in a fun environment and to reconnect with those whom they have not seen in a long time. The 3 East staff looks forward to and prepares for this day throughout the year and it really brings them together as a team.

If you wish to learn more about cystic fibrosis, or you wish to donate to this cause, please visit them on the Web at http://www.cff.org/great_strides/

Reaching Out to Promote Nursing Career Awareness

By Jacqueline Behar BSN, RN

For the past three years, I have been an active participant in Career Day at Gulfstream Elementary. I feel that there are many ways we as RNs can volunteer in the community. Working with children is where I have found my “niche,” and I believe participating in Career Day impacts the lives of many young children.

One day I was approached by my sister, who is a teacher at Gulfstream Elementary, and asked if I would participate. Although nervous about speaking in front of a classroom, I was up for the task. Gulfstream is an ESE

accredited school, which means that they have normal functioning children as well as those who have disabilities. It is located in a disadvantaged economic area, which makes the impact of career day even greater.

Throughout the years, I have come to enjoy participating in Career Day. It is amazing to see the interest and excitement in the children’s eyes as I speak about my passion for nursing. I am scheduled for approximately six sessions, each one lasting approximately 20 minutes and try to make these sessions interactive, by planning games. I also provide fun

handouts to the teachers, in order to continue the involvement after the session is completed.

Career day is a great opportunity to provide not only knowledge of the profession of nursing, but also, teaching on basic health topics that can help the kids in their everyday lives. Hand washing and bicycle safety are two important topics discussed with the students. I enjoy the opportunity to volunteer in Career Day, and hopefully, to make a difference in the lives of our future nurses.



Camp Brings Adventure for Children Receiving Care

By Caroline Mazzitelli, BSN, RN

Camp UOTS (Camp United Order True Sisters) is a camp where the doctors and nurses from 3 North unite together with the organization to give children diagnosed with cancer, a week-long sleep-away camp. This special camp gives children a week of fun and memorable activities. The camp activities vary and can include everything from a trip to Disney within the first two days of camp, a disco cruise in Bayside to swimming with dolphins. Two weeks before camp begins, a sign-up sheet is posted in the nurse's lounge on 3 North for the nurses to sign up to volunteer during camp. The sign-up sheet becomes

filled immediately. Besides the RNs that volunteer for the activities throughout

and sleep at camp for the entire week. Not only do the nurses enjoy all of the activities with the patients, but they provide their usual nursing care. Two large bins have medications organized by patient, scheduled doses along with "as needed" medications. "I am so lucky to see the kids like this, being themselves and not worried about chemotherapy or nausea! Finally they seem free!" stated Lily, a 3North RN, who volunteered one week of her time towards camp. Lily left her husband, three children and life at home for these special patients. Camp is a wonderful experience for the children affected with this terrible disease and for the nurses who care so deeply for them.



the week, in-between their days off of work, two RNs take a week off from work and their personal lives to attend

What Magnet is About

By Lizette Rivera BSN, RN

As we all know, for MCH to be considered a Magnet facility, we need an environment that fosters nursing research, staff involvement and innovation in practice, a clinical ladder and an environment that supports teamwork and collegiality.

I want to recognize one of our ER nurses, Abel Guerrero RN. He is someone who is considered a team player, like no other, and who "puts children first." He is a hardworking, caring patient advocate, knowledgeable, and a pleasure to work with, to say the least. Abel was on his way to work one day and, while waiting at a red traffic light suddenly noticed that a car from the opposite direction was approaching head on towards his car. Unable to move to

the right, left or to reverse, he prepared for the impact. He was hit head on by the other car but he jumped out of his car to check on the other person because he knew "something was just not right." As he approached, he noticed that the person was having agonal breaths and dentures were hanging out of the mouth. Abel shouted to the person, "Are you ok, are you ok?" No answer. Fortunately, a policeman was across the street and Abel signaled him for help while he quickly checked for a pulse. There was no pulse and the patient was mottled, so Abel put the seat down and started chest compressions until the policeman arrived. They gently extracted the patient from the car, continuing compressions, and placed AED pads on the patient's chest. The AED "analyzed" the patient,

and suggested "shock patient." Soon after, the person's color started to improve, his breathing became better, and fire rescue arrived. After 10 to 15 minutes, the patient was awake and alert as if nothing had happened.

This is what Magnet is about, someone who is selfless, and who, before taking care of himself puts others first.





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Jackie Gonzalez, ARNP, MSN, NEA-BC, FAAN
Senior Vice President
Chief Nursing Officer

Marcia Diaz de Villegas
Director of Marketing and
Public Relations

Marketing Editor:
Rachel Perry

Nursing Editors:
Joy Ortiz, RN, CCRN
Monica Brown, RN, MSN, CPN

Contributing Writers:
The nursing staff of Miami Children's Hospital

Layout: **Roberto Perez**

Photography:
Edgar Estrada,
Steven Llanes,
Juan Carlos Rabionet

To submit news and information to the **Nursing Matters** newsletter, please email joy.ortiz@mch.com or monica.brown@mch.com.

Articles accepted must be written by MCH nurses, previously unpublished and don't forget to include your full credentials for credit.

Reflections on Haiti Relief Project

By *Diana Gomez, RN*

It was the one week out of my 27 years of life that changed my outlook on humanity. As a person, I felt an urgent desire to help



a country in need in any way possible. As a professional, it was my calling. From the moment our plane landed, this indescribable, overwhelming feeling immediately took over. At that moment I knew that what lay ahead would not be easy, but I felt prepared. I was blessed to be joined by a group of phenomenal medical professionals, who,

like me, were there to give all that they could. More than 100 doctors, nurses, paramedics and EMTs slept on cots. I came to cherish sleep as never before during that week. Food and water became secondary concerns for me. I knew that unlike the hundreds of people I met, I knew that I would come home to a warm plate of food, so my needs seemed selfish.

The days passed and it seemed as though every minute brought a new challenge, both mentally and physically. I was flooded by emotions. One minute I was happy, the next sad, followed by feelings of anger, frustration and hopelessness at the situation before me.

I was taught a valuable lesson, one that only this kind of setting can offer: Human touch is a powerful thing. I gave all I could and left feeling as though I could have given more. I carry with me the smiles of each child that I held, assisted to walk, handed a plate of food and with whom I played. I observed that it is possible to come together, not allowing any obstacle to get in the way of simply being humane.

I was blessed and I am honored to say that I was a part of team four's Haiti disaster relief team.

A Prom to Remember

By *Anilady Casserino, RN*

for many teenagers, prom is a rite of passage to which they look forward throughout their school years. Unfortunately, for many children battling with cancer, that experience is not always an option. However, at Miami Children's Hospital, nurses and other hospital personnel have teamed together with the community and the "A Prom to Remember" program to make this dream come true. The goal of the program is to create a magical experience for the children where they can take a break from their illness and create a lifetime of lasting memories.



Oncology patients at Miami Children's Hospital are given the "star" treatment as they arrive in limousines and party buses, walk the red carpet, and dance until their feet ache. Organized by nurses, staff, and volunteers, the special guests are treated free-of-charge to everything from tuxedos for the boys, dresses and hair and make-up for the girls, prom photos, food, entertainment and more. Nurses participate as overseers, chaperones, and "party-starters" as they leave their scrubs behind to dance the night away thereby creating a memorable evening for all.