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KUDOS KORNER

News from Tamara Roberts.....

On behalf of myself, the Burn Program Manager, and Dr. Jessica Summers Burn Medical Director, it is with excitement and pleasure to announce that we have been officially designated as a verified burn center. This is the first time that Upstate has had a verified burn center. This is an amazing accomplishment for both our institution and our community. Covering 38 counties in New York State and 3 in Pennsylvania, we are the regions only verified burn center. American Burn Association verification is a true mark of distinction as well as an indicator to our patients and their families, and accreditation organizations that our center provides the best high quality patient care to burn patients from time of injury through rehabilitation.



Patient and Staff Safety
Our #1 Goal

When in doubt....
Give us a shout!

Quality, Patient Experience and Safety

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Quality Goals for 2020

The Hospital Officer's Leadership Team (HOLT) has determined Upstate's quality goals for 2020. The main focus will be on three specific goals: Mortality, Sepsis and Patient Experience.

For all three of these goals we will be using Vizient as our benchmark. As you will remember our star report for 2019 from Vizient was a 2 star... for 2020 we are striving for 3 stars! Utilizing our monthly organizational dashboard you will see the goals:

1. Inpatient Mortality observed/expected goal 0.90
2. Inpatient Sepsis Mortality observed/expected goal 1.3
3. Patient Centeredness
Rate Hospital goal 75.8%
Recommend Hospital goal 74.7%

We will continue to follow our quality dashboard; however these three goals will be our primary focus in order to more carefully and strategically streamline all activities.

Keep an eye out for the monthly dashboard email to keep track of our progress!

105 Days: What Patient and Family-Centered Care Really Means

This month, we have a very special story to tell - one that we hope will give you pause to think about how lucky we are to have each other when taking care of very sick patients and the fortitude that endures through it all...

Once upon a time there was a patient on 6A for 105 days; before that he was on that same unit for 55 days. During his time with us, the staff created a very special bond - not only with this patient but with his mother as well. Pretty soon, the mother was stopping by the Nurse Manager's office on a regular basis and although she had cared for her son for the last forty years, slowly began to trust and allowed our staff to care for him with all the grace, patience and dignity one can muster.

It wasn't long before the son's terminal illness eventually progressed and the signs he was declining were evident. It was only November, but staff decided to give him an early Xmas with all the trimmings including a tree, lights, and garland. Favorite photos were posted lovingly on his bedside table for him to see as he continued to decline. Respiratory Therapy stepped in to provide a ventilator without cost and his care team made arrangements to keep him on the unit he was most familiar with - where he felt loved and cared for like never before other than by his mother.

Then the time eventually came to call his family in as his condition progressed past the point of no return.



The decision to place him on comfort care was made and he was removed from the ventilator. Staff updated the Nurse Manager on a regular basis and staff were with heavy hearts as they watched this very special human being fade from the light.

The mother's greatest fear was having her son die alone only surrounded by strangers. But that was not the case when he finally passed. Our staff gave this mother and her son the gift of being present, supported and cared for deeply each and every day he was with us. There was not a member of our staff on 6A who did not play a role in his care over the course of his stay.

This is exactly what patient and family-centered care means. Caring with compassion, love and dignity not only for our patients but each other as well; always finding the good in situations and each other. Giving it our all even when the going gets tough. When we care and respect each other, it shows through our actions in caring for others - those who need us most.

A few weeks later, 6A staff invited the patient's mother Agnes up for lunch and presented her with a locket with her son's picture in it (see picture above).

One hundred and five days - in the end we can really feel good about ourselves - all that we accomplished coming together to care for this very special patient and his mother. Our humanity linked our hearts and minds together as a team. Thank you 6A staff for providing the exceptional care that Upstate is known for!