



# *A Message from Jan*

Summer 2008

I hope your summers are off to a great start, Community nurses! I'm just getting back into my routine after taking four weeks off to recover from knee surgery. Once again, the care and compassion I was shown during my hospital stay was second to none. It's always eye-opening to be on the other side of the bed, and I am deeply appreciative of each and every nurse who had a hand in getting me back into the swing of things. Thank you for all that you do.

Before my surgery, I attended the *Indianapolis Star's* Salute to Nurses awards banquet, where Community was recognized for receiving the most nominations. I couldn't have been prouder! I'm thrilled to know that we have so many talented, caring nurses on our team. I have to say, it makes me beam with pride to see such great representation of what it means to be a Community nurse—your accomplishments, your positive attitudes and your compassion are truly admirable. Each nominated nurse received a custom-embroidered tote bag. Keep up the great work!

I hope you felt all the praise and appreciation in May during Health Care Team Week and Nurses' Week. Your co-workers, peers and managers admire you—just like I do—because we know that without you, exceptional experiences for our patients would not be possible.

Your excellence is a magnet for attracting other nurses. On June 2, orientation started for 78 registered nurses—including new graduates. I know many of you will have a significant influence on these budding nursing careers, as well as an opportunity to strengthen the networking with those experienced nurses we have been successful in recruiting to Community Health Network.

I want to take a moment to let you know about an upcoming event that's very near and dear to my heart. Through July 31, the Nursing Excellence Awards committee will be asking you and other members of our network to nominate nurses for the five award categories, Patient-Focused Care, Art and Science of Nursing, Therapeutic Relationships, Evidence-Based Practice and Facilitative Leadership. Please take some time to nominate nurses who are exceptional candidates for these annual awards—and remember, nurses are everywhere in our network.

I'd also like to congratulate the 25 nurses who have signed up to take advantage of on-site nursing education opportunities. Community's nursing strategy group recently partnered with the Indiana University School of Nursing to develop this program. It's a perfect fit for our nurses who are interested in pursuing a master's degree in nursing in education, administration or as a clinical nurse specialist. The partnership is very exciting because it allows Community nurses to learn with their peers and build camaraderie, right on the Community campus. My hope is that other Community nurses will follow in their footsteps and that eventually, in the network, 10 percent of Community nurses will hold MSN degrees and more than 50 percent will hold BSN degrees. Wouldn't that be wonderful?



Another exciting project happening this summer is the Big Idea campaign, which encourages Community nurses to submit ideas for nursing areas of interest they'd like to study. Thanks to the Society of Nursing Excellence Endowment, several nurses will have the opportunity to pursue their idea. The allocations committee for the endowment will review the big ideas and determine which ideas will be awarded. Watch your mailbox for more details.

Here at Community, we're all about creating exceptional patient and family experiences, but I want to be sure that you, too, are having an exceptional experience as an employee. In order to make that happen, we conduct research that gauges how good a job we're doing. In September registered nurses at Community Hospitals Anderson, East, North and South and in our ambulatory sites of care will be offered a satisfaction survey. The survey, the only one of its kind, offers a national benchmark for R.N. satisfaction. The survey is anonymous and is offered by the National Database of Nursing Quality Indicators (NDNQI), which is housed at the University of Kansas School of Nursing. To be eligible to take the survey, a nurse must provide patient care at least 50 percent of the time.

Results from the 2007 survey were shared with the Community nursing staff and many unit-based teams are exploring opportunities to improve the R.N. satisfaction in their areas. Nurses are working to improve the practice environment by enhancing communication, discussing prioritization of work and developing and implementing many ideas (i.e. lift teams) to improve the quality of care. In addition, work such as "Transforming Care at the Bedside" (TCAB) at Community East, "Transforming the Intensive Care Unit" (TICU) in the network, and "Return to Care" at Community North, Community South and Community Anderson are ways that staff nurses participate in innovative improvements at the unit level. This innovative work not only improves nurse satisfaction, it improves patient satisfaction.

With so many great things on the horizon and so much to celebrate with family and friends this summer, please take a moment to appreciate your involvement and commitment to this great profession.

With much gratitude and respect,

A handwritten signature in black ink that reads "Jan Bingle, RN". The signature is fluid and cursive.

Jan Bingle, M.S., R.N.  
Chief Nursing Officer for Community Health Network